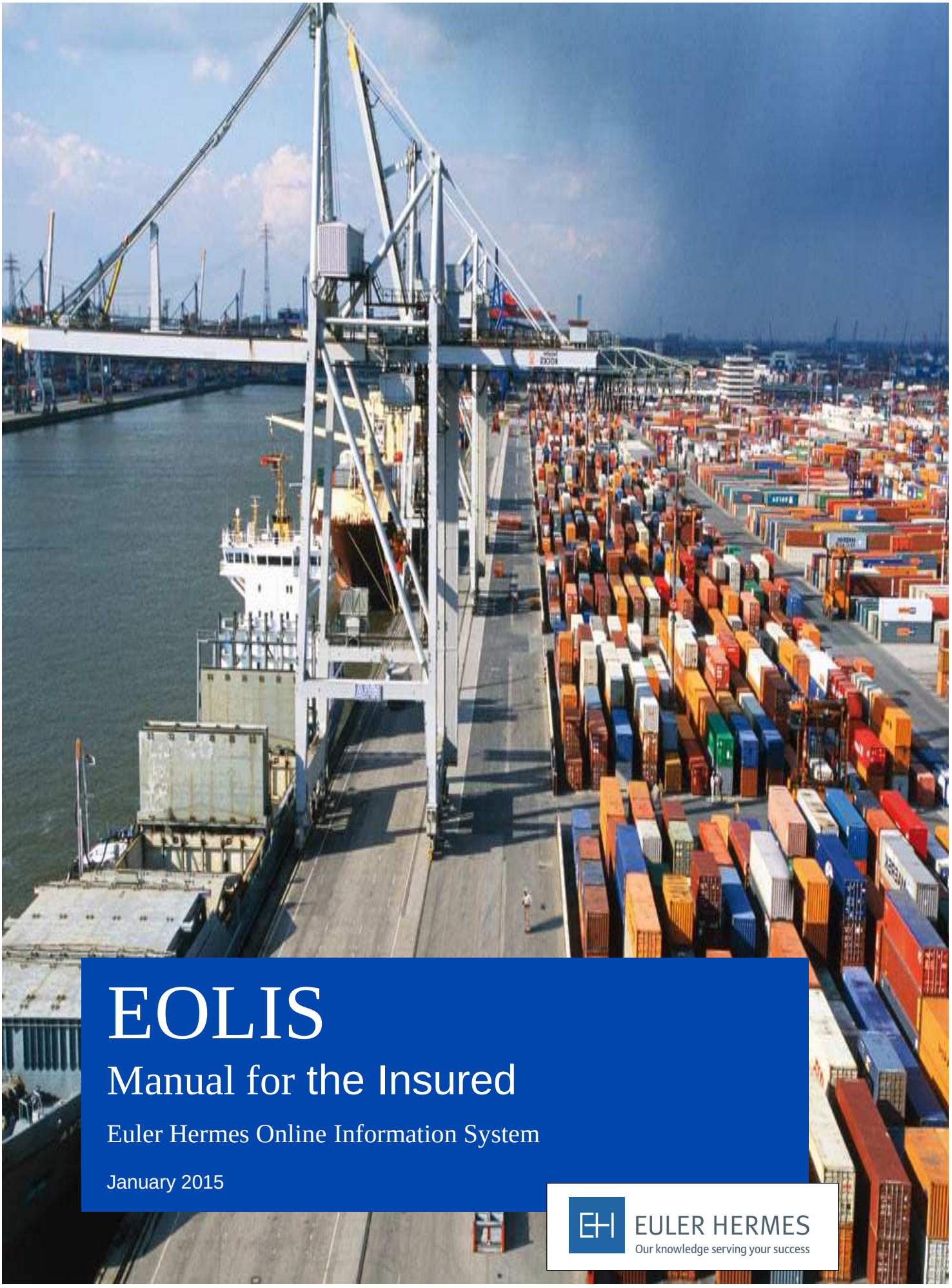

EOLIS

Manual for the Insured

Euler Hermes Online Information System

January 2015

EULER HERMES
Our knowledge serving your success

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1. Introduction

1.1 About EOLIS

EOLIS is the Euler Hermes' online information system that enables you to manage better both your Customers and your Credit Insurance Policy.

Through EOLIS, you can :

- Send your credit limits requests
- Be informed of your buyers' current credit limits and pending requests
- Send overdue declarations and prorogation requests
- Be informed for the requested prorogations
- Send non-payment notifications
- Be informed of the evolution of your bad debts
- Send your Turnover declarations

And all the above via Internet, **on-line**!

EOLIS is constantly evolved. New functionalities are added and the existing ones are adapted in order to serve our customers to the best way.

The User Manual has been redacted with the aim to help you use quickly all the services provided by the EOLIS system. Moreover, EOLIS has been designed to be user friendly, saving valuable time for its user and freeing him/her from unnecessary puzzles.

1.2 EOLIS in its best performance

EOLIS has been designed for *Internet Explorer 6.0* and above or *Mozilla FireFox 1.5* and above.

All the elements of *Microsoft Office* accessed via EOLIS are consistent with the following editions : *Office XP, 2000, 2003* and *2007* for PC.

1.3 EOLIS and Pop-up Blockers

Most people do not know that they have one or more pop-up blockers in their computer, because these programs are often anonymously included with other programs and even Windows updates that they download. While pop-up blockers are very useful to prevent annoying (advertisement) windows to open up while surfing the Internet, most pop-up blockers also interfere with useful pop-ups. For that reason, they need to be turned off while you are using EOLIS.

EOLIS does not work when a pop-up blocker is activated.

We quote you the following instructions how to disable the most common *pop-up blockers*.

Internet Explorer	Go to **Tools** in the Explorer toolbar and select **Pop-up Blocker.** Then, select **Turn Off Pop-up Blocker**.
Google	The Google Toolbar is an add-on for Internet Explorer. If you have it, click on the **Blocking Pop-up** button and it will change to **Popups Okay**.
Yahoo	Click on the Yahoo toolbar's pop-up blocker icon option arrow. Delete the mark in front of **Enable Pop-up blocker** or select **Always allow Pop-Ups from** and select the EOLIS webpage from the list **Sources of recently Blocked Pop-ups** and click on **Allow**.
Firefox	Click on the Firefox toolbar's **Content** button and uncheck **Block pop-up windows** or click on **Exceptions** and enter the address to visit the webpage related to EOLIS **http://www.eulerhermes.gr/en/eolis/Pages/default.aspx** and click on **Allow**.
AOL	Log-in to your AOL account and open a webpage. Click on the **Blocking Pop-ups** at bottom-right corner of window and choose **Set Pop-up Control Preferences**. Uncheck box labeled **Suppress pop-ups from Web sites I visit using AOL ® software.** Click on **Save**. Minimize AOL's browser and use Internet Explorer to access EOLIS.
McAfee	The McAfee Internet Security Suite has a pop-up blocker that it is part of **Privacy Services**. It needs to be off while you are using EOLIS.
Norton	Open your Norton program by double clicking on the icon in your system tray (at bottom-right corner of your window). Turn off the pop-up blocker by clicking on **Ad Blocking,** then the yellow **Turn Off box**.

In some of the above cases you can set the program in order to permit selective *pop-up windows* of EOLIS, while preventing the emergence of other *pop-ups*.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

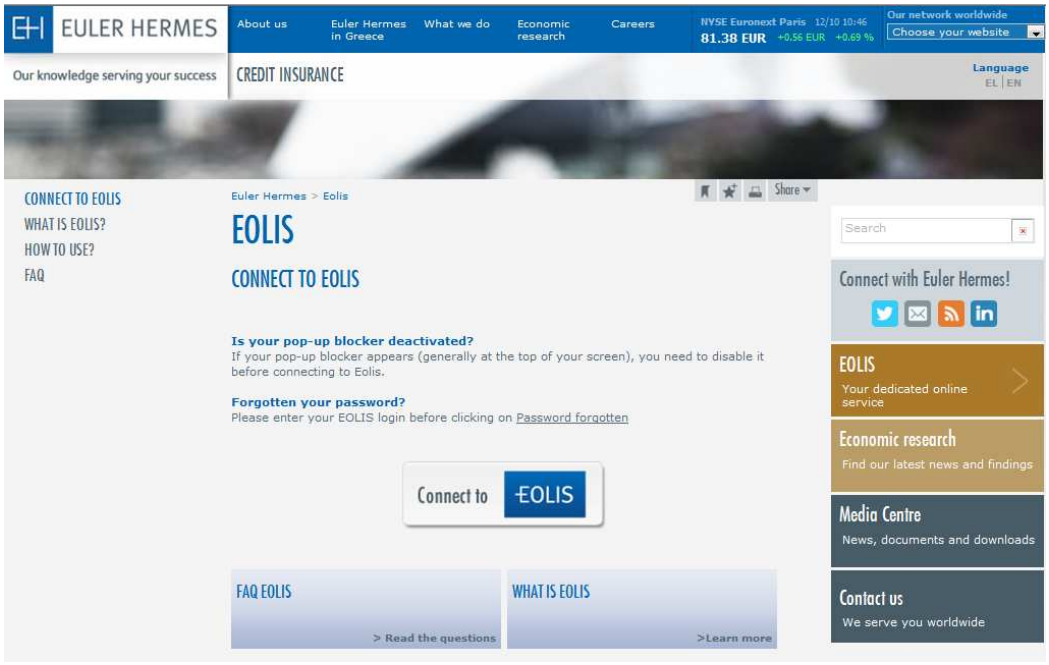
2. Access to EOLIS

2.1 Starting with EOLIS

You can access EOLIS from any computer with Internet connection. Use initially the following address to visit the webpage related to EOLIS on Internet Explorer :

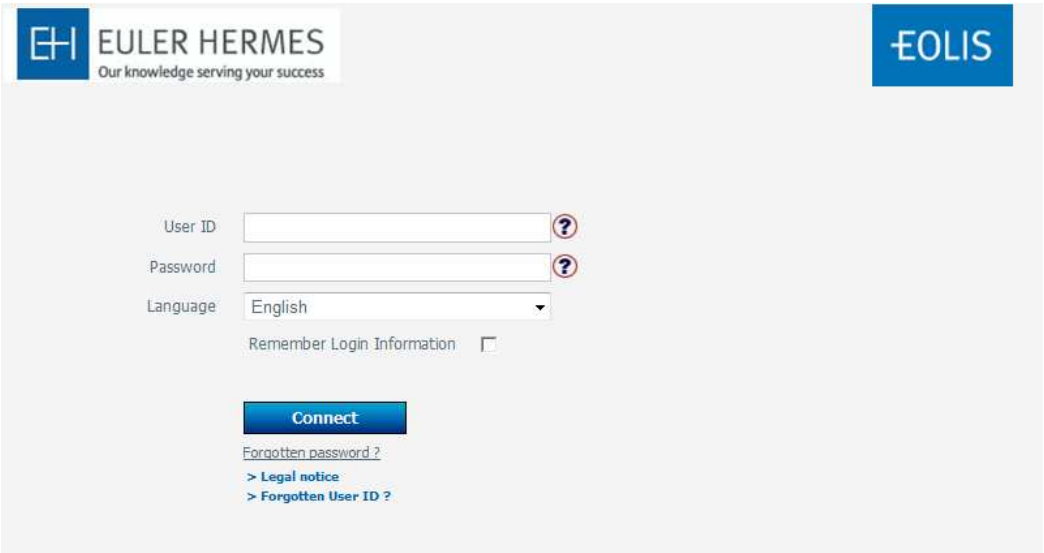
http://www.eulerhermes.gr/en/eolis/Pages/default.aspx

The following screen will emerge :



Then, click on the icon

The following **Identification window** will emerge. From here, you can *log-in* to EOLIS.



Note that the address type is not the *http*, but the *http**s*** (secure website). EOLIS is a site with high security level.

In case that the **Identification window** is not presented, you have then to set your *Internet Explorer* in order for the Euler Hermes *pop-up windows to* be permitted.

For relative instructions regarding your *Internet Explorer*, we relegate you to the paragraph **2.2** of this chapter.

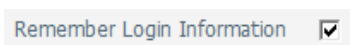
Use the **User ID** and **Password** we have sent you in order to fill in the corresponding fields. Please, pay attention to the correct record of the **User ID** and **Password**.

Observe the symbol . If you leave the mouse pointer for a while on this symbol, a relative advice will be emerged. Wherever you meet this symbol on EOLIS, you can use it so as to take useful information.

If you try to enter the **User ID** and **Password** by *copy-paste* process, you have to know that the *paste* function, via the right click of the mouse, does not work on EOLIS. Instead, you can use the *ctrl+V* key combination instead of *paste*.

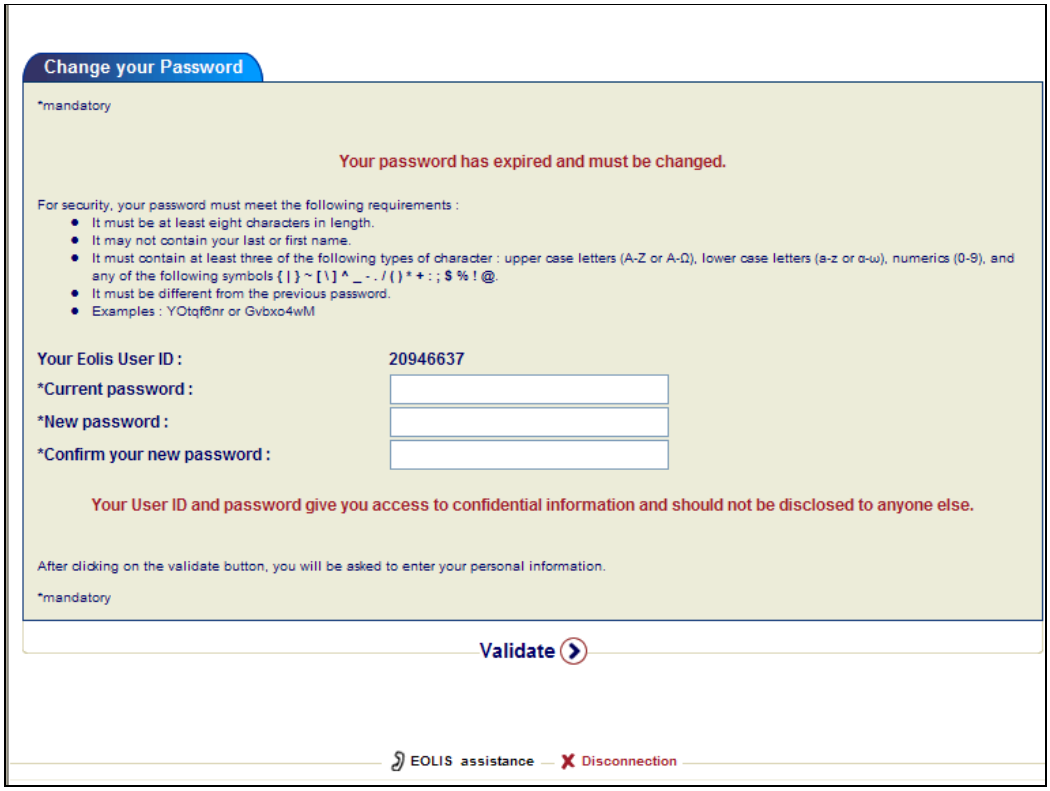
Please, enter correctly your **User ID** and **Password**.
Caution, do not *copy* any space!

In case you do not want to enter your **User ID** each time you Login to EOLIS, put a *check* in **Remember Login Information** box. Next time you will open the EOLIS page, this will be filled in.



Keep on by clicking on ***Connect***.

EOLIS will direct you to the screen with title ***Change your Password***. You must create your New password to proceed.


Change your Password
*mandatory
Your password has expired and must be changed.
For security, your password must meet the following requirements :
It must be at least eight characters in length.
It may not contain your last or first name.
It must contain at least three of the following types of character : upper case letters (A-Z or A-Ω), lower case letters (a-z or α-ω), numerics (0-9), and any of the following symbols { | } ~ [\ ] ^ _ - . / ( ) * + : ; $ % ! @.
It must be different from the previous password.
Examples : YOtqf6nr or Gvbxo4wM
Your Eolis User ID :
20946637
*Current password :
*New password :
*Confirm your new password :
Your User ID and password give you access to confidential information and should not be disclosed to anyone else.
After clicking on the validate button, you will be asked to enter your personal information.
*mandatory
Validate
EOLIS assistance
Disconnection

In the field **Current password,** enter the password you used just before (the password we sent you).

In the field **New password,** enter the password you prefer. On the above screen, there are instructions quoting the requirements your password must meet.

Simply, remember that the password must consist of at least 8 characters, among them at least one upper case letter, at least one lower case letter and at least one number.

In the field **Confirm your new password,** enter again the New password you created just before.

Your **Password** is personal and **strictly confidential**. Do not disclose it to anyone.

Then click on ***Validate***.

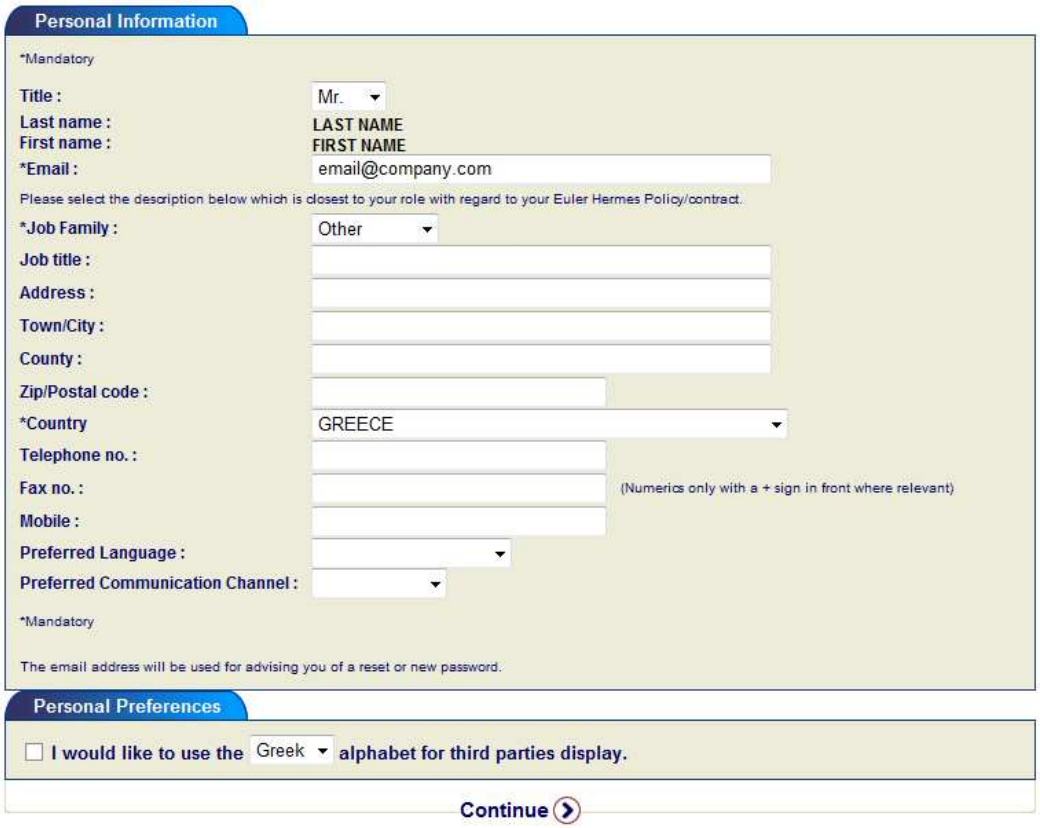
You will be directed to the screen with title ***Personal Information***.

Fill in carefully the corresponding fields.

You can use Greek characters.

If you have recorded your *e-mail*, please check it once again. If not, you have to record it and then confirm it by entering again your *e-mail* to the new opened field.

It is obligatory and significant that the data is correctly recorded.

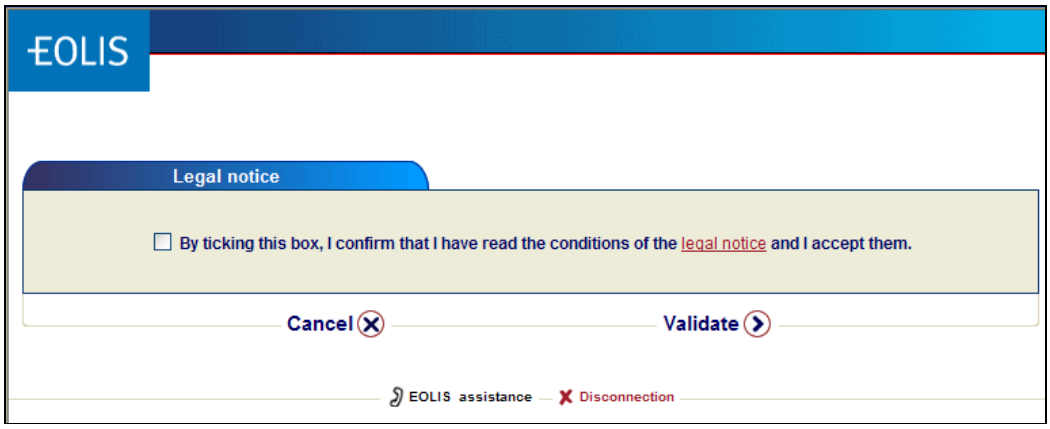


Fill in the rest information.

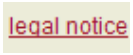
In the section ***Personal Preferences***, you can set the alphabet in which the buyers' information will be presented. In case you put a *check* to the corresponding box, EOLIS will use the Greek alphabet where available.
If the corresponding box is clear (without *check*), EOLIS will always use the Latin alphabet.

Click on ***Continue***.

The screen with title ***Legal notice*** will emerge.


EOLIS
Legal notice
By ticking this box, I confirm that I have read the conditions of the legal notice and I accept them.
Cancel
Validate
EOLIS assistance
Disconnection

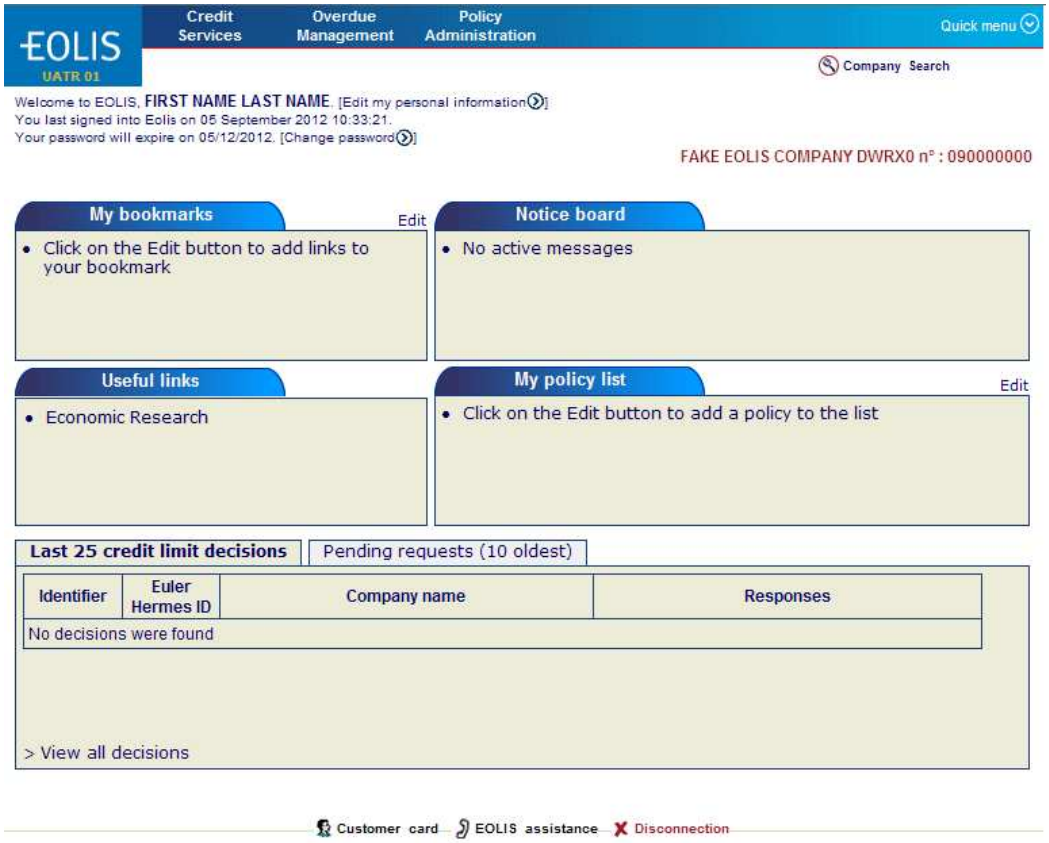
Click on the *Legal notice* link and after you have read the conditions and agree, put a *check* to the corresponding box in order to confirm it.



Then click on ***Validate***.

You will be directed to the ***Home page*** of EOLIS.

Be sure that on the upper right section of the screen (the point of the current screen where the **FAKE EOLIS COMPANY** name is recorded) your company name has emerged.



Via this screen you have access to each EOLIS functionality.

The next time you will *log-in* to EOLIS, after the correct codes recording, you will immediately be directed to the upper – Home page – screen.

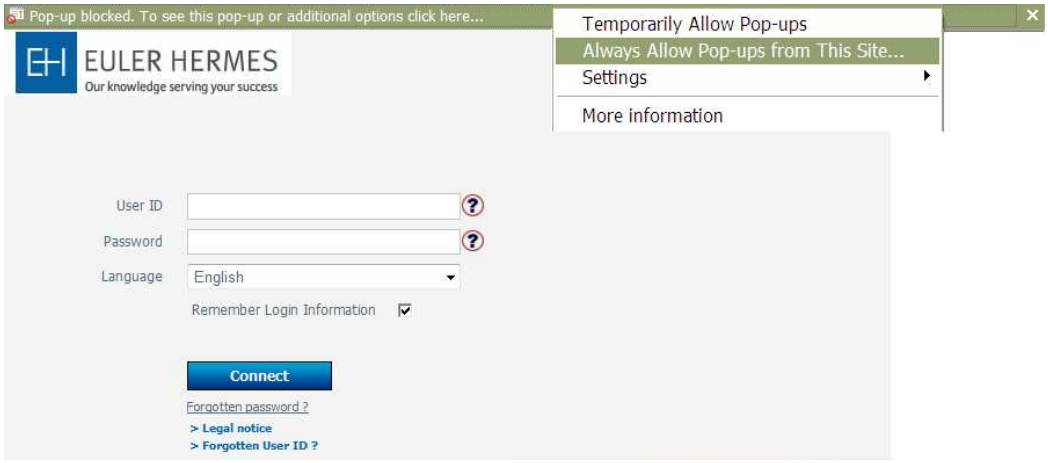
There are contact forms in EOLIS system with which you can send us (via EOLIS) e-mail. For the time being, you do not have to use them.
If you want to contact us, please use the email clientservice.greece@eulerhermes.com, the phone +30 210 6900000 or the fax +30 2106900000

2.2 How can I set the Internet Explorer in order for the pop-up windows by Euler Hermes to be allowed?

Notice the line with title *"Pop-up blocked. To see..."* on the upper section of the window.

Right click on this line and from the menu choose:

"Always Allow Pop-ups from This Site..."

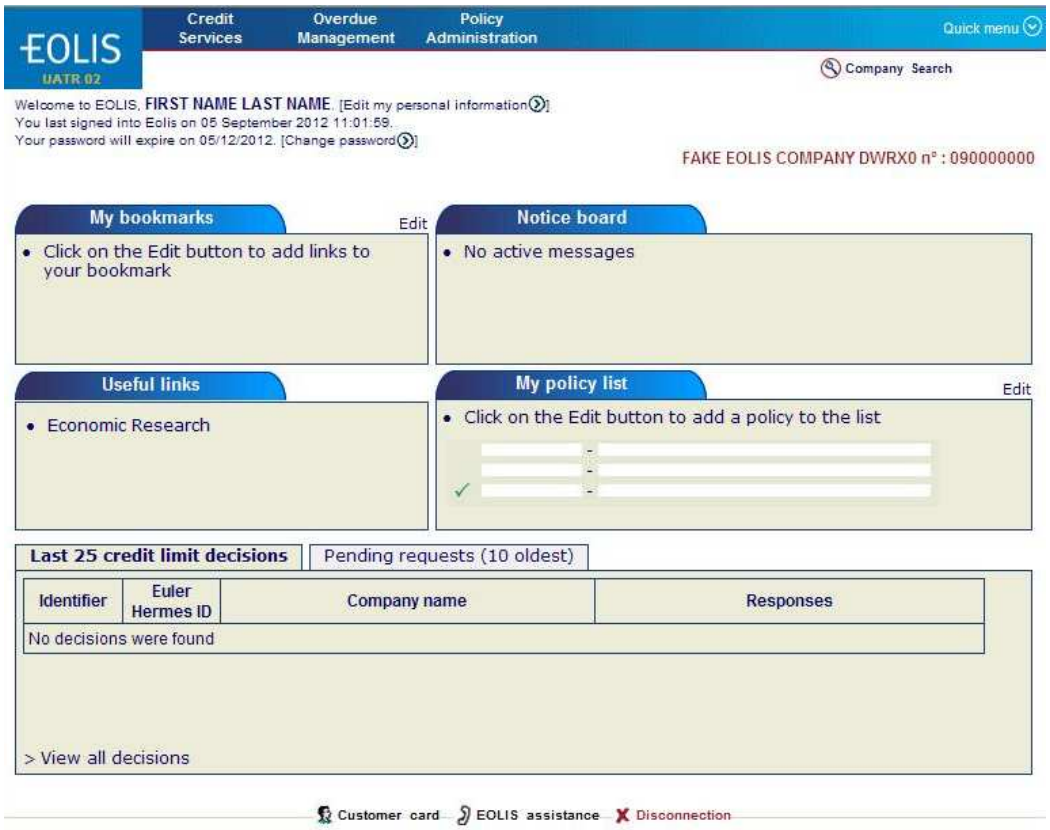


Internet Explorer will allow the pop-up windows.

3. EOLIS Home page

3.1 Home page

We present you the Home page screen you will first meet, after each successful access to the EOLIS system.



Via EOLIS ***Home page,*** you can have access to all system's functionalities.

3.2 Menu bar

On the top of the screen the menu bar has emerged, which is useful for EOLIS navigation.

The menu bar consists of three main menus with the following titles :

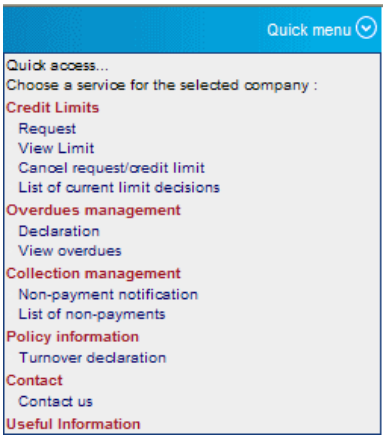
- Credit Services
- Overdue Management
- Policy Administration

Their content is analyzed with detail in next chapters.

The ***Quick menu*** part, on the right corner of menu bar, which includes a list of all functionalities provided separately by three main menus, is very interesting.

Most users consider that this is the best way of navigating to EOLIS, as the access to all functionalities is realised with less clicks.

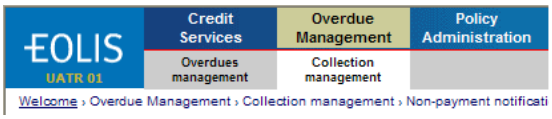
If you begin using it, you will have the same opinion in all probability.



3.3 How can we return to the Home page

Often, after having finished a work on EOLIS, you want to return to the ***Home page***. There is an easy way for this.

On the up and left corner of the screen, below EOLIS logo, you will find the link Welcome. Click on it and you will return to ***Home page***.



In some cases, you may also find the link ***Home page***. This provides you an extra choice for your navigation.

3.4 Personal information

Below and left of the menu bar the following information are depicted :

Welcome to EOLIS, FIRST NAME LAST NAME. [Edit my personal information]
You last signed into Eolis on 12 September 2012 12:13:41.
Your password will expire on 05/12/2012. [Change password]

- Your First and Last name (to the point where the FIRST NAME LAST NAME is depicted) and the link *Edit my personal information*. By clicking on it, you will be directed to the personal information screen. As a result, in case that something has changed, your e-mail for example, you can introduce this change to EOLIS.

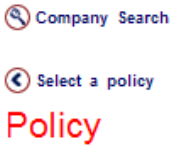
We remind you that it is very important that your e-mail is introduced correctly. If it has changed, you must introduce this change to EOLIS.

- The date and the time of your last access to EOLIS.
- The date that your Password will expire and the link *Change password*, which permits you to change your password whenever you prefer.

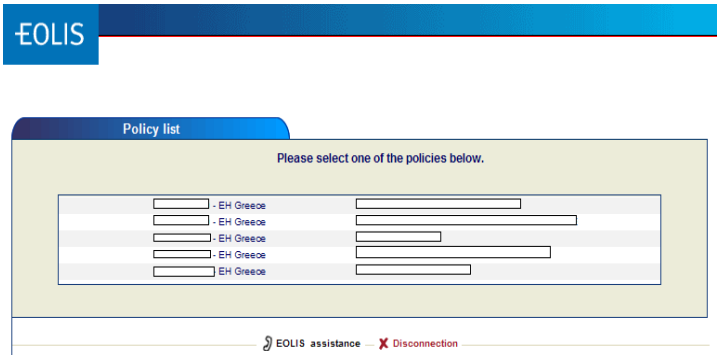
Each password is valid for 3 months. After the expiration of this period you have to change it. When you exceed this period, EOLIS will automatically direct you to the ***Change password*** screen.

3.5 Company Search – Select a Policy

Down and right of the menu bar, the following are depicted :

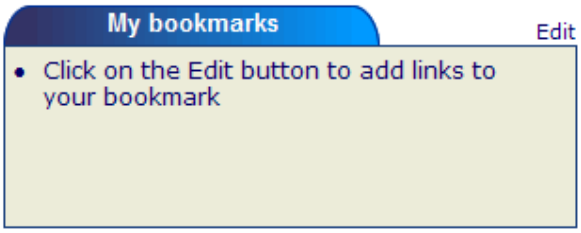


- The link *Company Search*. Whenever you prefer to receive information or send a credit limit request for a buyer, you will use the Company Search link.
- The link *Select a policy*. This emerges only in case that in your EOLIS account 2 or more Policies are included. By clicking on this link, you will be directed to the next page. As a result, you can choose the Policy you prefer.
- End, the Policy you are currently working in EOLIS.



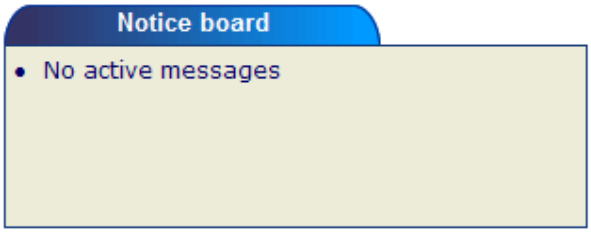
3.6 My bookmarks

Are you often accessing a specific page in EOLIS? You can put here a bookmark in order to have quick access to this page.



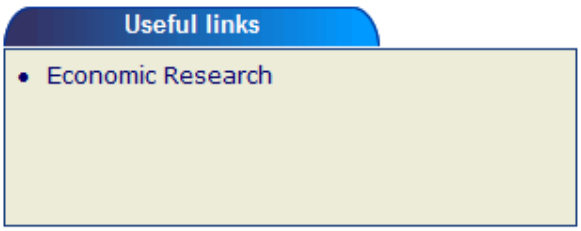
3.7 Notice board

You can find here the links corresponding to Euler Hermes last news and announcements.



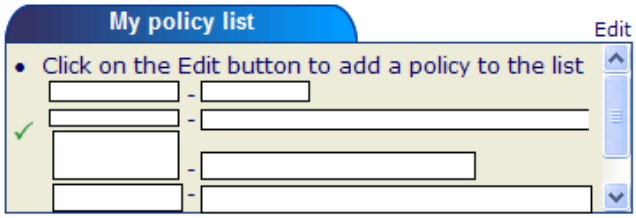
3.8 Useful links

You will see the weekly and monthly Economic Research publications of Euler Hermes Group.



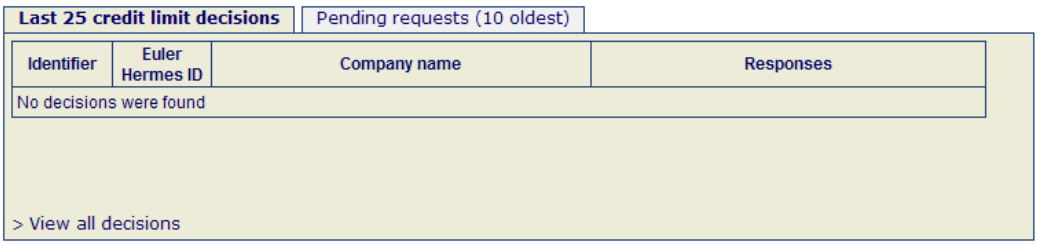
3.9 My Policy list

Does your EOLIS account include more than one Policy? You can add here these Policies you use more often, in order to get quick access.



3.10 Last 25 credit limit decisions

Do you want to check if any of your credit limit requests has been recently answered? You can find here the last 25 credit limit decisions.

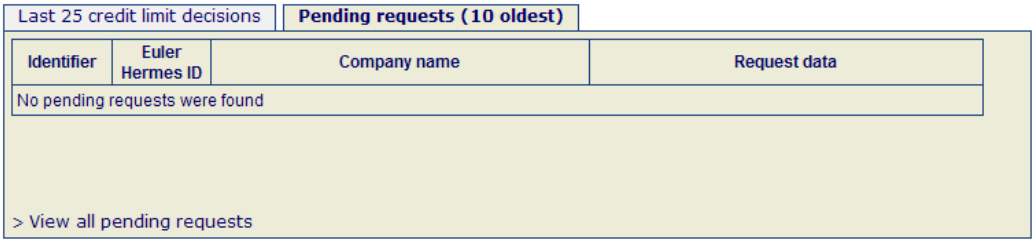


Click on the *Euler Hermes ID* of a buyer so as to get access to more details.

In case you prefer the list of all decisions, click on the link *> View all decisions*.

3.11 Pending requests (10 oldest)

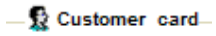
Do you want to check which of your credit limit requests are pending? You can find here the 10 oldest pending requests.



Click on the *Euler Hermes ID* of a buyer, so as to get access to more details.

In case you prefer the list of all pending requests, click on the link *> View all pending requests*.

3.12 Customer card



From the moment we identified a buyer in EOLIS, the system keeps the buyer information in the memory. Whenever you prefer to see this information, you have to click on the link *Customer card*.

3.13 Disconnection

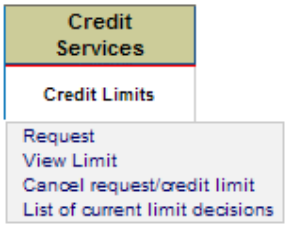
Have you completed your work and prefer to disconnect from EOLIS? Click on the link *Disconnection*.

4. Credit Services

4.1 Credit Limits

The sub menu ***Credit Limits*** provides you access to the following choices :

- Request
- View Limit
- Cancel request/credit limit
- List of current limit decisions

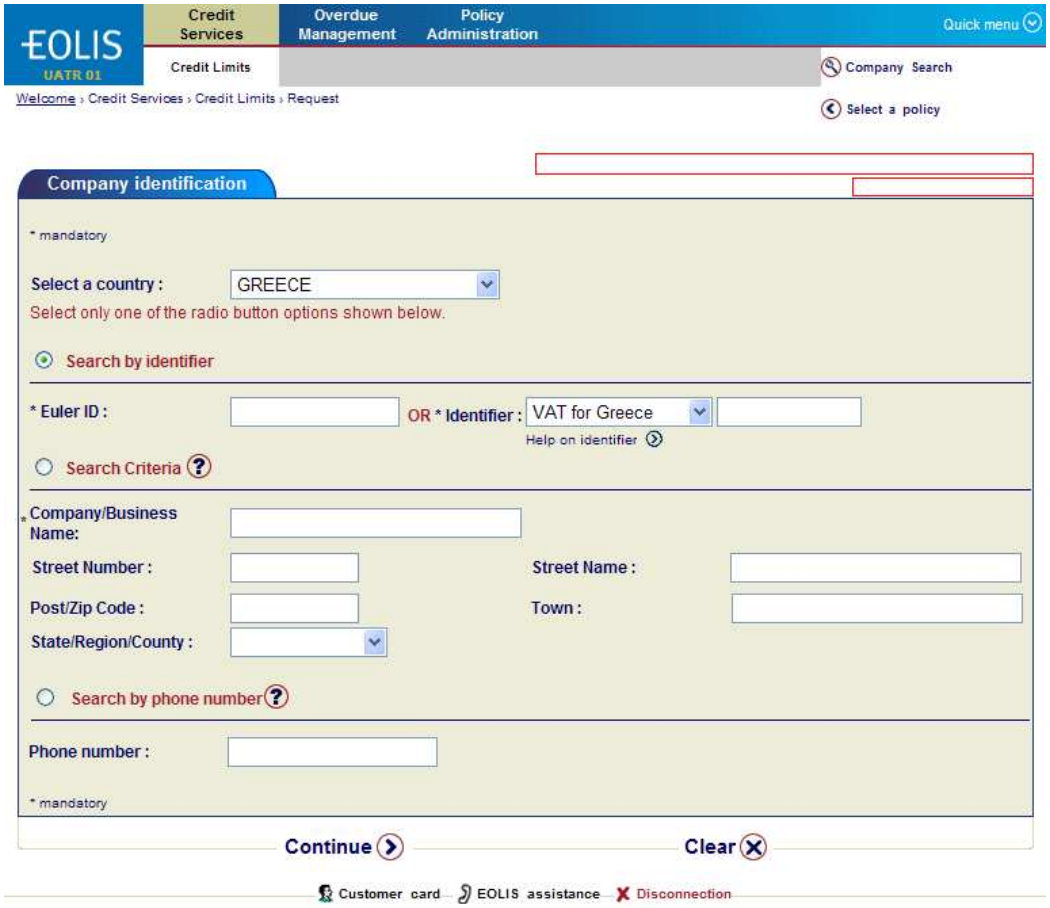


4.2.1 Company identification

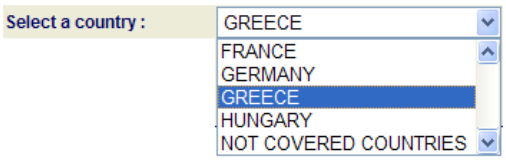
Choose *Credit Services → Credit Limits → Request*.

First, EOLIS will direct you to the page ***Company identification*** in order to find the buyer.

If this has been done, proceed in paragraph **4.2.2**.



Begin by selecting the buyer's country.

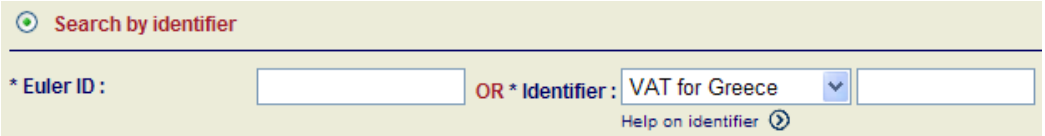


If this is the first time you request a Credit limit for a buyer from this country, it is possible that this country cannot be found in the list. Then, click on the *NOT COVERED COUNTRIES* choice and open once again the list. The emerged countries are now more and the country you are looking for will be found among them.

Proceed with filling in information <u>in one</u> of the following zones.

Search by identifier *(1st zone)*

Fill in <u>only one</u> of the two fields.

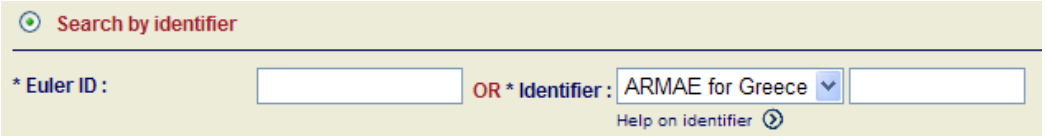


The *Euler ID* is a code that Euler Hermes defines for the companies all over the world. The search by the use of it is very quick.

The field type *Identifier* depends on the buyer's country. On the above screen, you notice the default for Greece, which is the VAT. Depending on the country, more than one choices may be provided.

The identifier is different from country to country. In addition, there may be more than one identifier type, even for the same country.
In order to help you identify the buyer in EOLIS, we have attached a file *.pdf with guidelines concerning the identifier format in several countries. In order for the file to be opened, click on the link ***Help on identifier***.
(You can find in addition the contents of this file in the **Appendix D** of this manual)

Alternatively, in *Identifier* field, you can select the ARMAE for Greece and then input in the field only the number of the first part of ARMAE for Greece (the number until the first vertical line). This is a different way of finding a buyer, instead of selecting the VAT for Greece.



If we had for example the ARMAE number XXXXX/XX/X/XX/XXX, then, in *Identifier* field (on the right of the phrase ARMAE for Greece, above screen) we would register the number XXXXX.

The best way to search for a Greek company is the VAT.
In case you have no results, you can try by the use of ***Search Criteria***

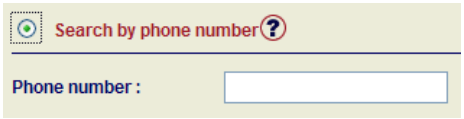
Search Criteria *(2nd zone)*

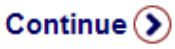
First it is mandatory to fill in the company name and then, optionally, whichever of the rest fields you are able to. If you have no results, fill in only the *Company name* field.

The obligatory fields may be different for a buyer abroad. In each case, the obligatory fields are defined by the star sign *.

Search by phone number *(3rd zone)*

You can search for a company by the use of the phone number.

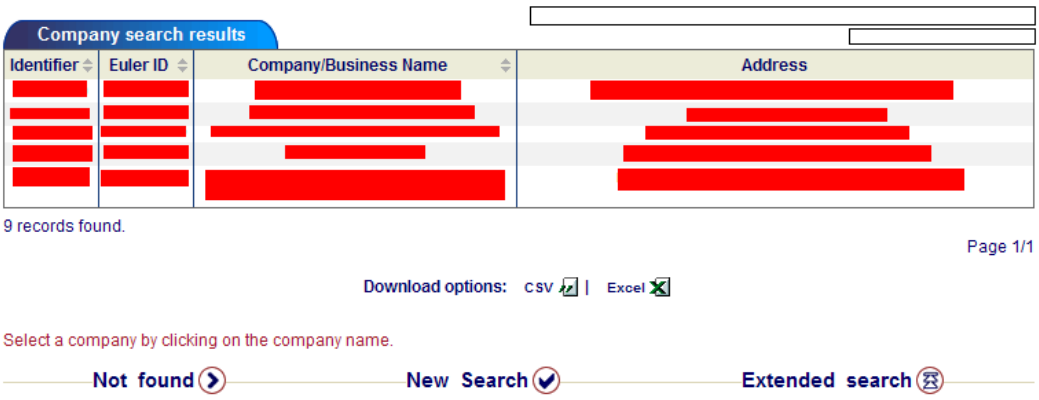


Click on **Continue** 

There are the following cases :

1. EOLIS identifies the buyer. Proceed in paragraph **4.2.2**.
2. EOLIS finds more than one companies, which is possible to correspond to the specific buyer.

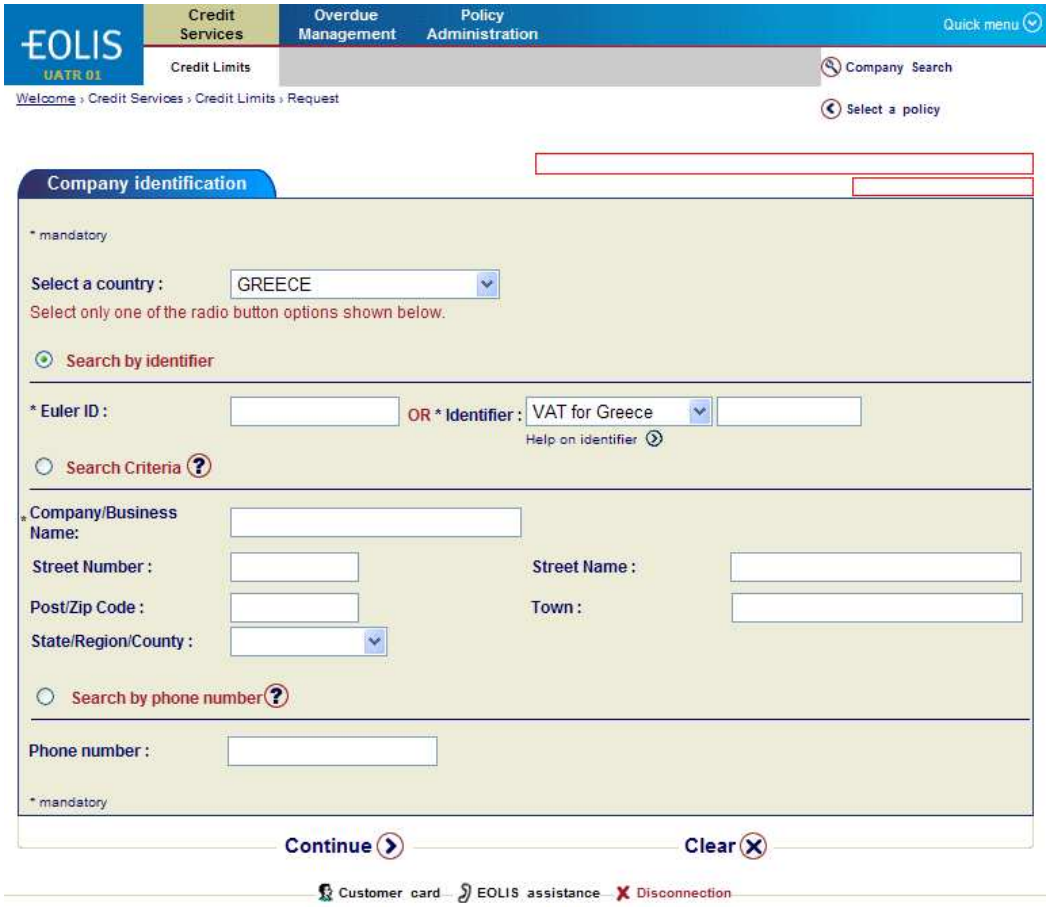
A list including some companies will emerge. Look into the list and, in case you find the company you are looking for, click on its company. Then, proceed to the paragraph **4.2.2**.



If you cannot find the buyer with his VAT on the above list, click on the link ***Not found*** and proceed to the Credit Limit request for "unknown" buyer, the process being described hereafter :

Credit Limit request for “unknown” buyer

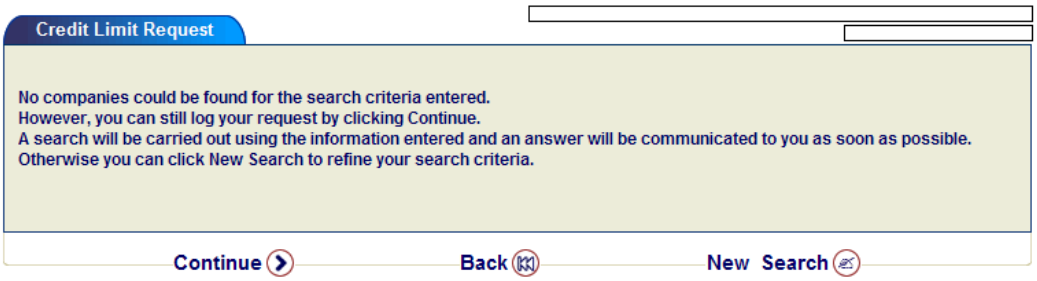
In order to proceed to a Credit Limit request for an “unknown” buyer (unknown with the meaning that he is not included in the database), you have to apply the following steps :



i. Be sure that you have selected the correct country on the above part of the tab.

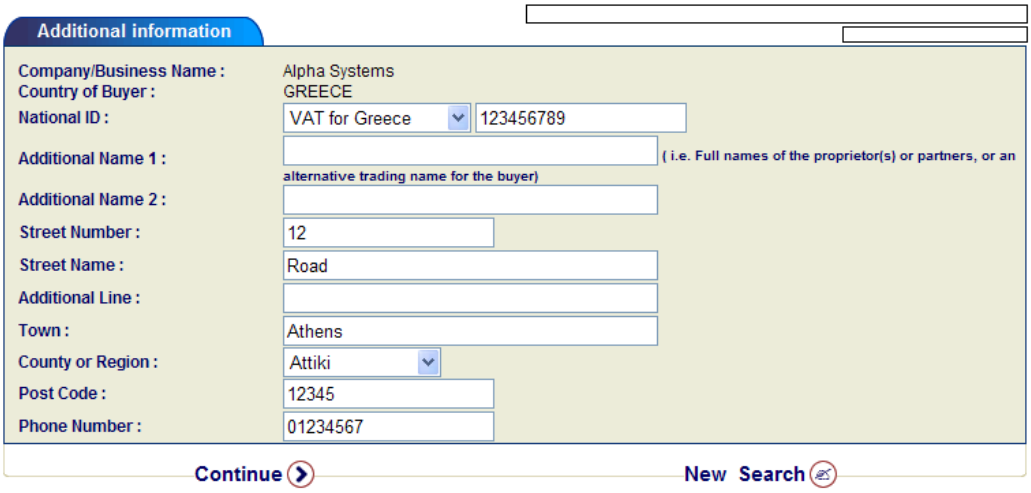
ii. In the **Search Criteria** zone, fill in the full name of the buyer in the *Company name* field. For example, if the full name of the buyer is the *Alpha Systems,* you have to write only in the *Company name* field the full name *Alpha Systems.* Do not fill in another field. End, click on **Continue**.

The following information will be presented :


Credit Limit Request
No companies could be found for the search criteria entered.
However, you can still log your request by clicking Continue.
A search will be carried out using the information entered and an answer will be communicated to you as soon as possible.
Otherwise you can click New Search to refine your search criteria.
Continue
Back
New Search

After reading the information, click on **Continue**.

The following form will appear, in which you have to fill in buyer's information :


Additional information
Company/Business Name : Alpha Systems
Country of Buyer : GREECE
National ID : VAT for Greece 123456789
Additional Name 1 : (i.e. Full names of the proprietor(s) or partners, or an alternative trading name for the buyer)
Additional Name 2 :
Street Number : 12
Street Name : Road
Additional Line :
Town : Athens
County or Region : Attiki
Post Code : 12345
Phone Number : 01234567
Continue
New Search

In the *Company name* field, the full buyer name is shown, as you registered it in the search process before.

In the *National ID* field, fill in the VAT of the buyer's company.

In the *Additional Name 1* field, do not fill in anything.

Proceed to filling in the rest fields. Please, do not ignore any of the remaining fields (for example the *Phone Number*) as the first step of the credit risk estimation for a buyer is the valid identification of it.

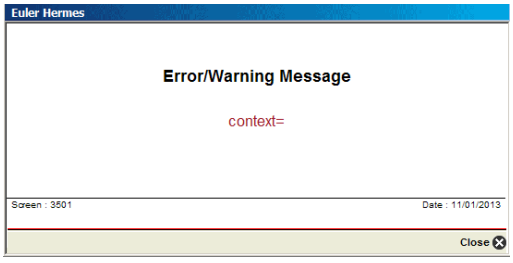
Click on **Continue** and proceed to the paragraph **4.2.2**.

In case you prefer to repeat the search from the beginning, click on the link ***New Search.***

In case you prefer to extend the search, click on the link ***Extended Search.***

3.

4. The next screen message is appeared.



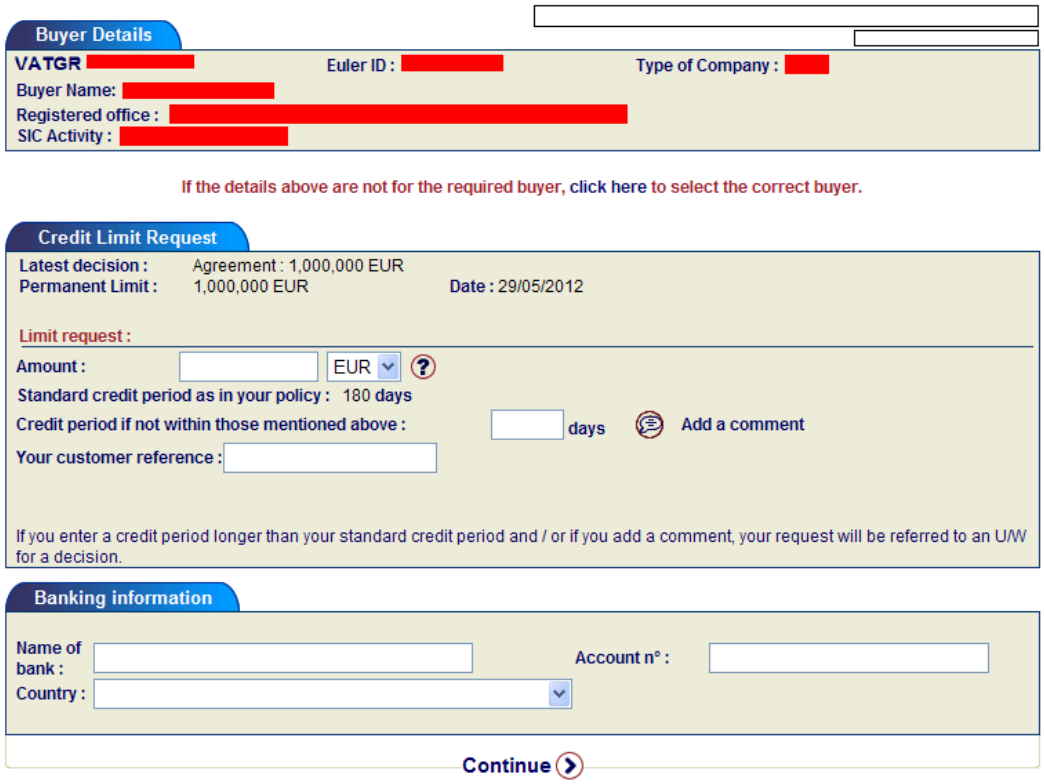
That means that the search did not give any result. Click on close and repeat the search. If for example you could not identify the buyer by the use of VAT, be sure that you have not made an error in its registration and then search again, using the ***Search Criteria*** zone. On the other hand, if you had used the ***Search Criteria*** zone for the search, adjust the information in the zone and try again. (In case you had filled in all the information in the zone, for example, try again by filling in only the company name.)

4.2.2 Credit Limit request

Having completed the company search process (paragraph **4.2.1**), EOLIS will direct you to the page with title ***Credit Limit request***.

Check carefully the upper tab ***Buyer Details***, so as to be sure that your Credit Limit request addresses to the correct company.

If the tab's information do not correspond to the company you are looking for, click on the link *click here* and search again (paragraph **4.2.1**)


Buyer Details
VATGR
Euler ID :
Type of Company :
Buyer Name:
Registered office :
SIC Activity :
If the details above are not for the required buyer, click here to select the correct buyer.
Credit Limit Request
Latest decision : Agreement : 1,000,000 EUR
Permanent Limit : 1,000,000 EUR
Date : 29/05/2012
Limit request :
Amount :
EUR
Standard credit period as in your policy : 180 days
Credit period if not within those mentioned above :
days
Add a comment
Your customer reference :
If you enter a credit period longer than your standard credit period and / or if you add a comment, your request will be referred to an U/W for a decision.
Banking information
Name of bank :
Account n° :
Country :
Continue

Then, fill in the necessary information, subject to the instructions in the following pages.

Credit Limit request

Fill in the ***Amount*** of the Credit Limit you request. For example, in case that for a new buyer you request a credit limit of € 30,000, you have to input the amount in the following format : 30000 (without thousand separators or decimals).

If you have already been granted a credit limit for the specific buyer, you just fill in the amount of the new credit limit request. For example, if for a buyer there is a credit limit of € 1,000,000 and you need a credit limit of € 1,500,000 €, then you must input the amount of € 1500000 in the Amount field.

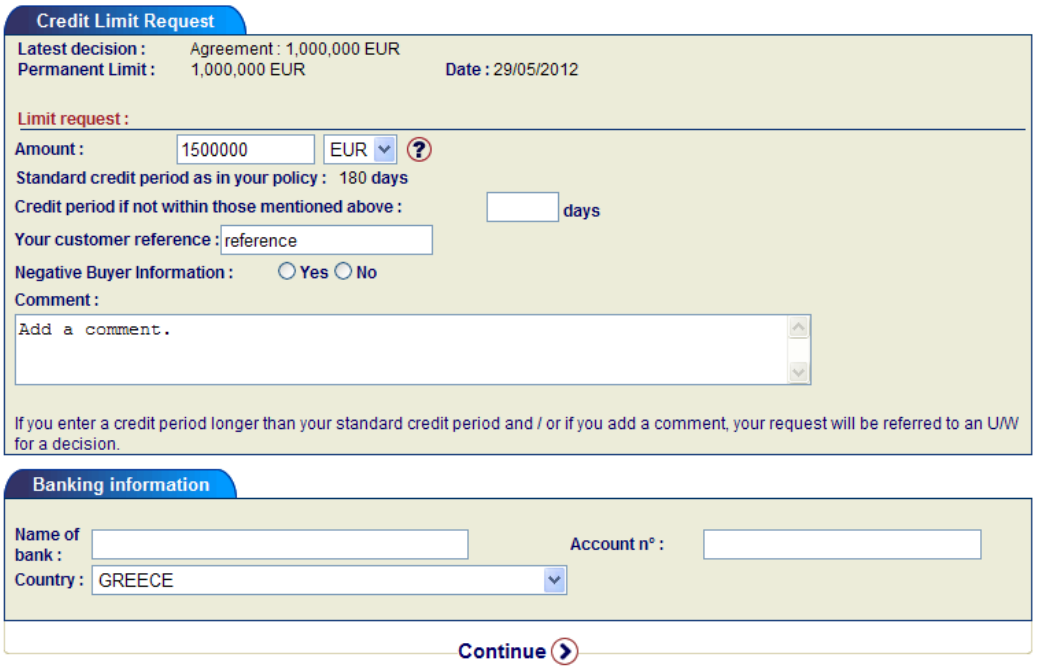
In case that there is already a Credit Limit or a Pending request for a specific buyer, the corresponding information will be presented to the upper part of the tab ***Credit Limit Request***.

If you keep a customer reference (a code) in your database for the buyer, you can optionally input it in the ***Your customer reference*** field (10 Greek characters or 20 Latin maximum).

If you prefer to communicate to us some information about the buyer or a comment in terms of your credit limit request, click on the link *Add a comment*. A new field will be opened in order to input your comment.

Also, in the Banking information tab, you are able to input information concerning the bank that your buyer is dealing. (If you dispose no information, do not fill in this field).

After finishing the above process, the following screen will be presented.


Credit Limit Request
Latest decision : Agreement : 1,000,000 EUR
Permanent Limit : 1,000,000 EUR
Date : 29/05/2012
Limit request :
Amount : 1500000 EUR
Standard credit period as in your policy : 180 days
Credit period if not within those mentioned above : days
Your customer reference : reference
Negative Buyer Information : Yes No
Comment :
Add a comment.
If you enter a credit period longer than your standard credit period and / or if you add a comment, your request will be referred to an U/W for a decision.
Banking information
Name of bank :
Account n° :
Country : GREECE
Continue

Click on ***Continue***.

EOLIS will show the information you filled in just before. Check the information carefully. In case you find an error or something you want to change, click on the link ***Modify***.

Having finished the above check, click on ***Confirm*** and your request will be sent to Euler Hermes.

Credit Limit Request
VATGR :
Euler ID :
Type of Company :
Company/Business Name:
Registered office :
Activity :
Amount : 1,500,000 EUR
Credit period : 180 days
Your customer reference :
Comment :
Add a comment.
Response
Answer the 11/01/2013 at 12:21:14.
Decision : Our answer will reach you later by mail.
Request confirmation id : 106625205
We have logged your request. Being obliged to carry out additional investigations, our answer will reach you later by mail.
Another request
Print

EOLIS will inform you about the successful registration of your request.

Use the link ***Print*** in order to keep a copy.

If you prefer to make another credit limit request, click on the link ***Another request.***

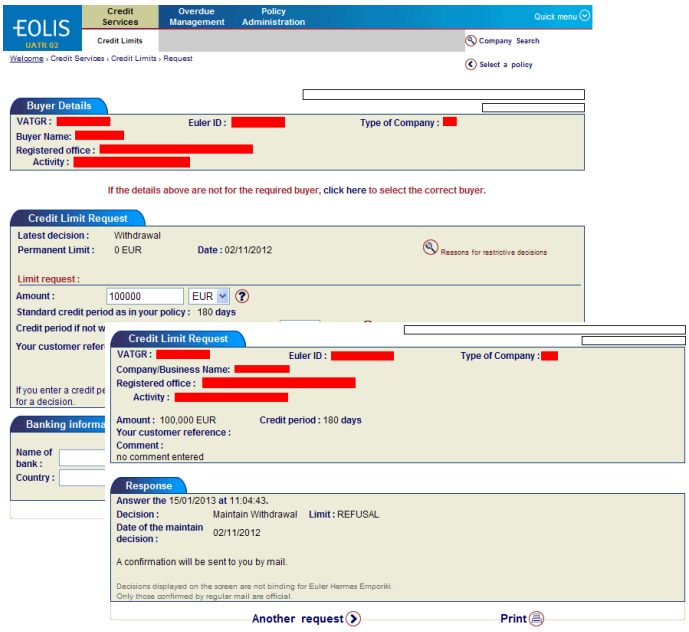
Automatic decisions to Credit Limit requests

In the previous example, your credit limit request was registered and sent to the Risk Department of Euler Hermes. For the time being, your credit limit request is pending.

(If you prefer to see the list of all pending requests, we refer you to the paragraph **4.5.2**)

Still, it is possible that you receive an **automatic** reply to your request. We present to you the following example :

After clicking on confirm, the following screen appears with the Decision Maintain Withdrawal. (For example, if the credit limit was equal to 0, then it will remain 0. If the credit limit was equal to € 15,000, it will remain € 15,000.)



Click on *Welcome* (upper and right) in order to return to the Home page. In the tab *Last 25 Credit Limit decisions* you will find the buyer and the reply you just received. (It will be found on the top of the list, as this was the last decision according to the time).
Alternatively, you can use the functions *View Limit* (**4.3**) or *List of current limit decisions* (**4.5**) in order to confirm the last decision for the specific buyer.

4.3 View a Credit Limit

Use the ***Company Search*** function in order to identify the buyer.

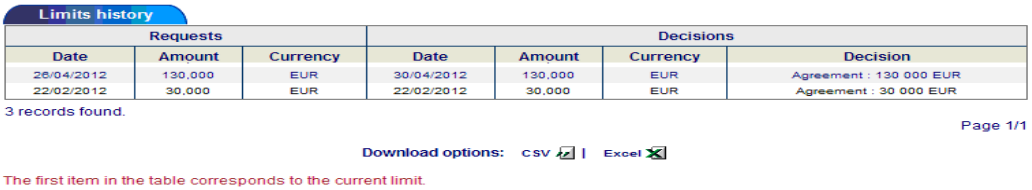
Then, choose *Credit Services → Credit Limits → View Limit*. A similar to the following page will appear :

Buyer Details
VATGR :
Euler ID :
Type of Company :
Buyer Name:
Registered office :
SIC Activity : Elec h/hold TV etc retail
If the details above are not for the required buyer, click here to select the correct buyer.
Credit limit enquiry
Euler Hermes Emporiki confidential
Current credit limit :
Latest decision : Already agreed 130,000 EUR
Permanent Limit : 130,000 EUR Date : 30/04/2012 Reduce limit
Your customer reference :
Update your customer reference
Credit limit request pending
Latest request : 15/01/2013 Awaiting decision
Amount : 200,000 EUR
Your customer reference :
Request confirmation id : 106625271
Comment : no comment entered
Decisions displayed on the screen are not binding for Euler Hermes Emporiki.
Only those confirmed by regular mail are official.
Cancel
Print
New request
History
Back

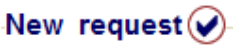
You can be informed about the last decision. Also, you will see if there is a pending request.

Wherever you see in EOLIS the ***Print*** function, you can use it in order to print the contents of the page.

Click on the link ***History*** in order to see the history of the credit limit.



Do you want to proceed in new credit limit request for the same buyer? If yes, click on the ***New request*** choice.



Do you want to cancel the credit limit or the pending request? If yes, click on the ***Cancel*** choice (for instructions, take a look on paragraph **4.4**)

If you prefer to change your customer reference, click on the link *Update your customer reference.*

4.4 Cancel a Credit Limit request / Credit Limit

Use the ***Company Search*** function in order to identify the buyer.

Then, choose *Credit Services → Credit Limits → Cancel request / credit limit*.

In case that there is only a Credit Limit for a buyer :

Buyer Details
VATGR :
Euler ID :
Type of Company :
Buyer Name:
Registered office :
Activity :
If the details above are not for the required buyer, click here to select the correct buyer.
Cancel limit request
Latest decision : Already agreed 680,000 EUR
Permanent Limit : 680,000 EUR
Date : 28/11/2008
Amount : 680,000 EUR
Your customer reference :
To cancel this credit limit, click Confirm. There is no outstanding limit request on this buyer.
Confirm
Back

After a final check in the Buyer Details tab, click on ***Confirm***. The credit limit will be cancelled and EOLIS will present a message that informs you about the approval of the cancellation.

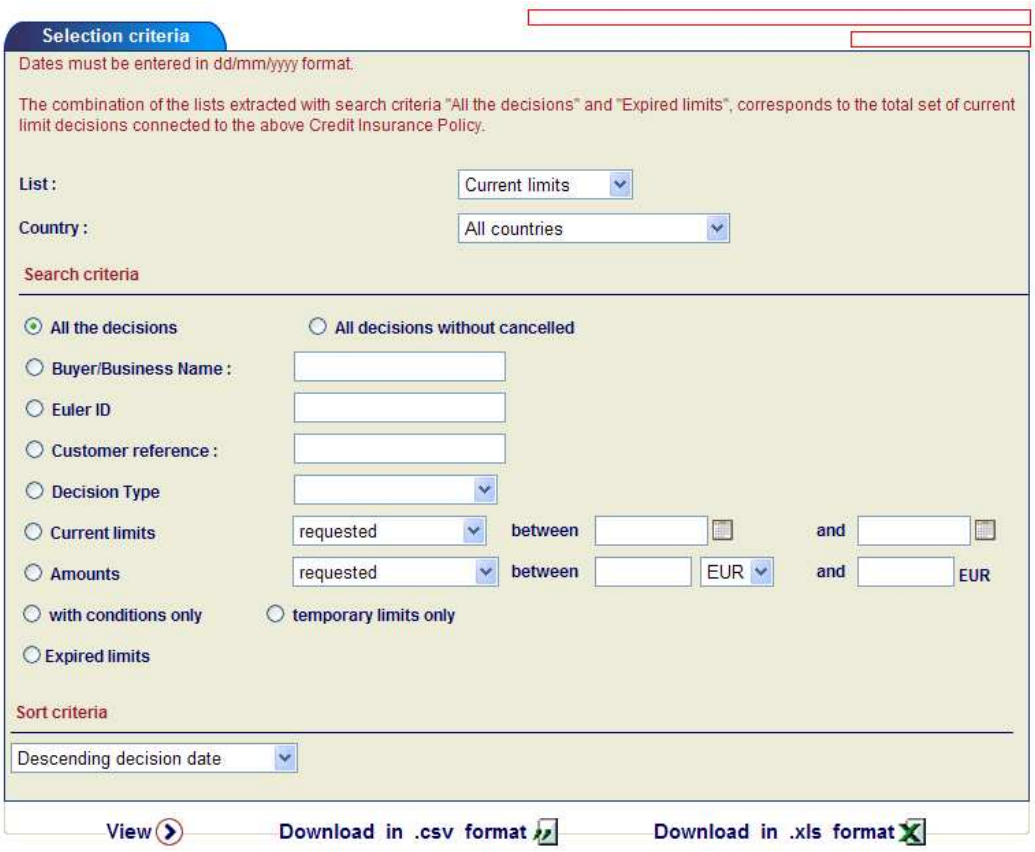
In case that there is a Credit Limit as well as a pending request for a buyer :

Using the function ***Cancel pending request*** and then clicking on ***Confirm,*** you can cancel the pending request and keep only the current Credit Limit.

Using the function ***Cancel both credit limit and pending request*** and then clicking on ***Confirm,*** you can cancel both the pending request and the current Credit Limit.

4.5 List of current limit decisions

Choose *Credit Services → Credit Limits → List of current limit decisions.* The following page will appear :



Search criteria

You are able to specify the range of results that EOLIS provides you by the use of several filters. The default *All the decisions* will give you the list of credit limits.

The combination of the lists extracted with search criteria "***All the decisions***" and "***Expired limits***", corresponds to the total set of current limit decisions connected to the above Credit Insurance Policy.
(Credit Limits that have expired or old zero Credit Limits are transferred to the list which results from the filter "***Expired limits***", with the aim of not burdening with these the main list resulting from the choice "***All the decisions***").

If you select *All decisions without cancelled*, you receive the list resulting from the choice *All the decisions,* except the credit limits that have been cancelled by the Insured.

You can see the last decision for a specific buyer, by filling in one of the *Buyer/Business Name* or *Euler ID* fields.

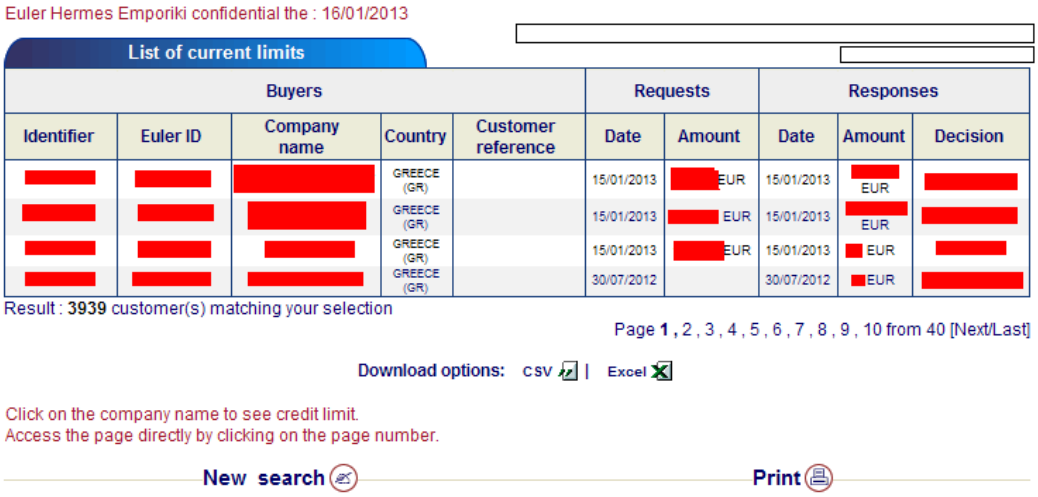
In addition, you have the ability to ask for a list with credit limits, which are *Requested* or *Answered* between the dates you specified. Use the filter of the line *Current limits*.

Also, you can filter the results using the filter of the line *Amounts* and selecting *Requested* or *Answered*.

In ***Sort criteria*** zone, you can specify the way of sorting the list's contents.

Subsequently, you can "download" the list according to the criteria you specified, using one of the two ***Download*** choices or clicking on ***View.***

The result will be similar to the following screen :


Euler Hermes Emporiki confidential the : 16/01/2013

List of current limits

Buyers					Requests		Responses		
Identifier	Euler ID	Company name	Country	Customer reference	Date	Amount	Date	Amount	Decision
[redacted]	[redacted]	[redacted]	GREECE (GR)		15/01/2013	[redacted] EUR	15/01/2013	[redacted] EUR	[redacted]
[redacted]	[redacted]	[redacted]	GREECE (GR)		15/01/2013	[redacted] EUR	15/01/2013	[redacted] EUR	[redacted]
[redacted]	[redacted]	[redacted]	GREECE (GR)		15/01/2013	[redacted] EUR	15/01/2013	[redacted] EUR	[redacted]
[redacted]	[redacted]	[redacted]	GREECE (GR)		30/07/2012		30/07/2012	[redacted] EUR	[redacted]

Result : **3939** customer(s) matching your selection

Page **1** , 2 , 3 , 4 , 5 , 6 , 7 , 8 , 9 , 10 from 40 [Next/Last]

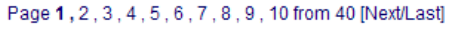
Download options: CSV | Excel

Click on the company name to see credit limit.
Access the page directly by clicking on the page number.

New search Print

By clicking on a company name, you will see more information about the Credit Limit of the buyer. (We refer you to the ***Appendix A – Decisions to the Credit Limit requests*** for clarifications about the contents of the *Decision* column).

If the list consists of more than one page, use the links found down and right from the list so as to see the contents of another page.


Page **1** , 2 , 3 , 4 , 5 , 6 , 7 , 8 , 9 , 10 from 40 [Next/Last]

Click on ***Print*** choice, down from the list, to print the current page.

Print

Do you want to repeat the search? Click on ***New search.***

New search

Elaboration of the list with Excel.

Download options: CSV | Excel

EOLIS provides you the ability to "download" the list in **.csv** or **.xls** file, which you can elaborate with Excel. Just click on ***Download***. Then, select ***Open*** to open the list in Excel or ***Save*** to create a copy of the list.

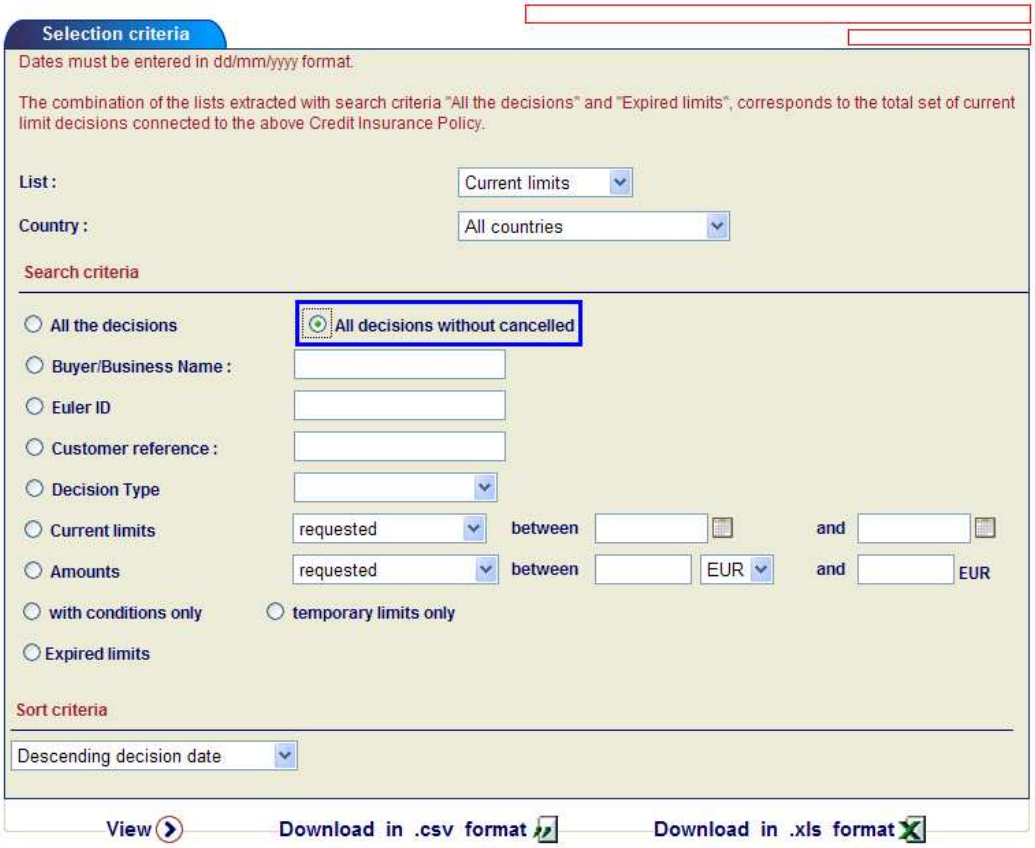
You can sort the list's contents using the headings of the list. For example, if you want to sort the contents according to the company name, click on the corresponding heading.

4.5.1 List of all decisions without cancelled by the Insured

In case you prefer the buyers you have cancelled to be excluded from the decision list, you have to apply the following steps :

Select *Credit Services → Credit Limits → List of current limit decisions.*

On the **Selection criteria** tab, click on the choice All decisions without cancelled and then click on **View.**



EOLIS will exclude these decisions corresponding to the credit limit cancellation after the Insured demand, such us :

- ***Full cancellation***
- ***Administrative cancellation***
- ***Cancellation due to a buyer transfer***
- ***Cancellation due to a Policy transfer***

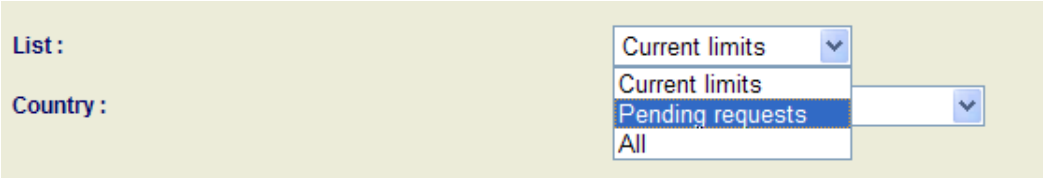
4.5.2 Pending requests

If you want to see all the unanswered Credit Limits requests, you have to apply the following process :

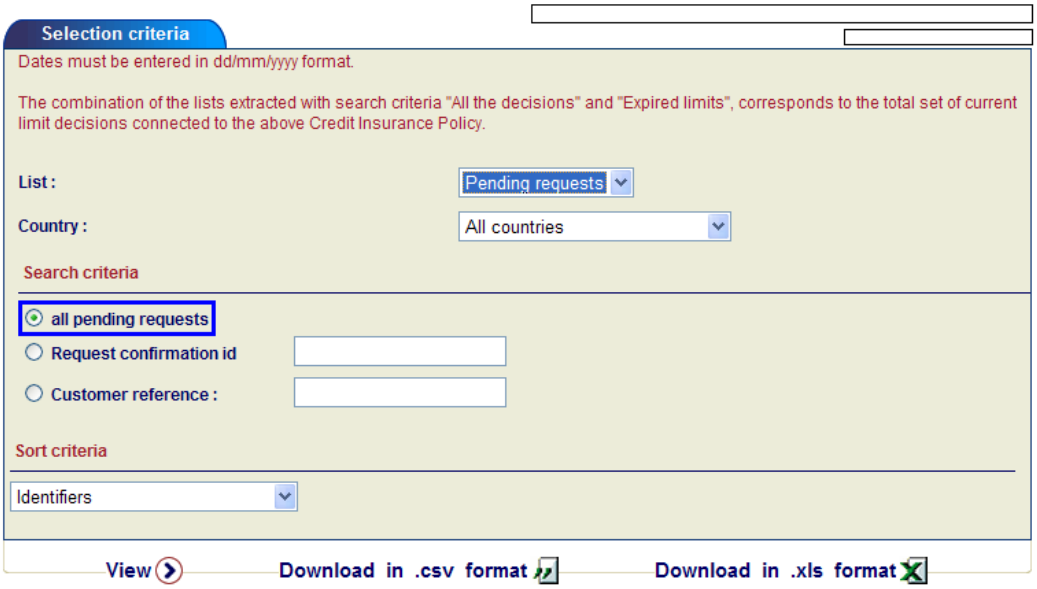
Select *Credit Services → Credit Limits → List of current limit decisions.*

We remind you that it is more efficient to use the ***Quick menu*** for EOLIS navigation. In this case, you can select *Quick menu → List of current limit decisions.*

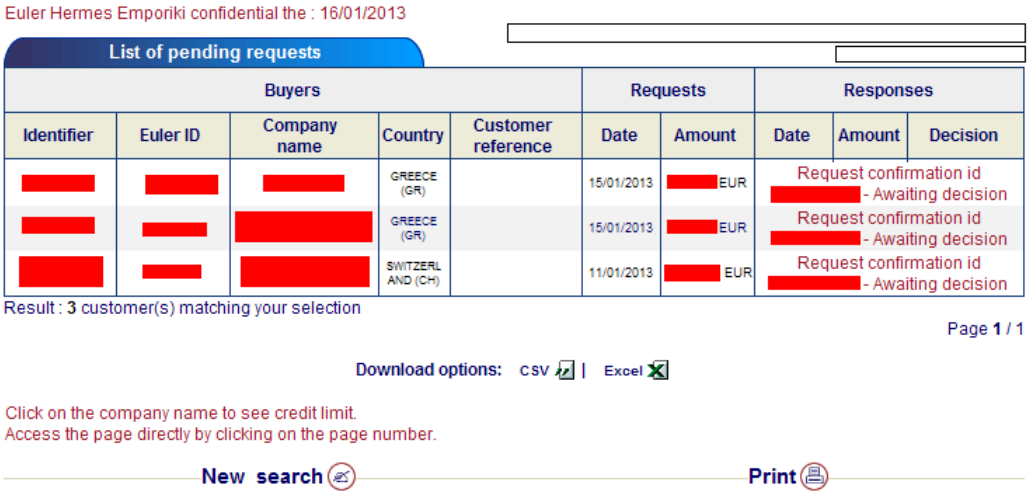
From the contents of the *List* field, select ***Pending requests***.



In the **Selection criteria** tab, click on all pending requests and then click on **View**.


Selection criteria
Dates must be entered in dd/mm/yyyy format.
The combination of the lists extracted with search criteria "All the decisions" and "Expired limits", corresponds to the total set of current limit decisions connected to the above Credit Insurance Policy.
List :
Pending requests
Country :
All countries
Search criteria
all pending requests
Request confirmation id
Customer reference :
Sort criteria
Identifiers
View
Download in .csv format
Download in .xls format

EOLIS will appear you the list of all pending requests.

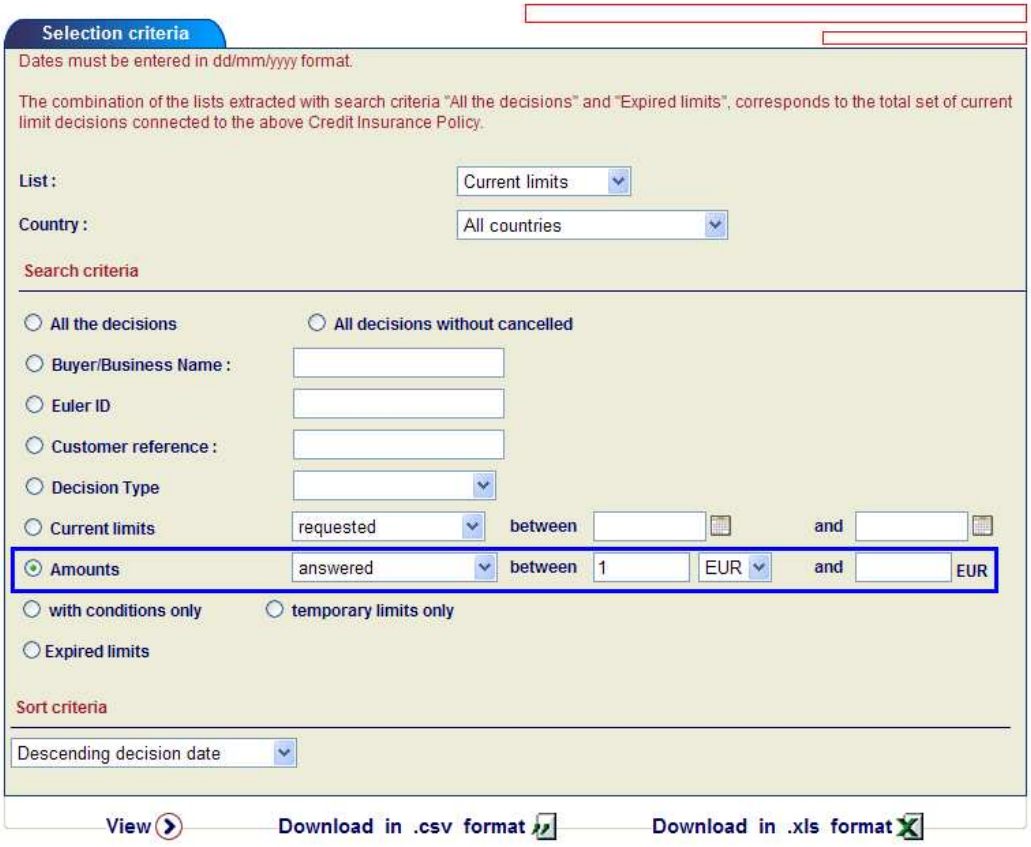


4.5.3 List of no zero Credit Limits

You have the opportunity to limit the results of the list by using the function ***Search criteria***. In case you prefer to see the list of no zero credit limits, you have to apply the following process :

Quick menu → List of current limit decisions.

Then, in ***Search criteria*** zone, click on the line *Amount*, select *answered* just right in the list and write *1* in field *between*.



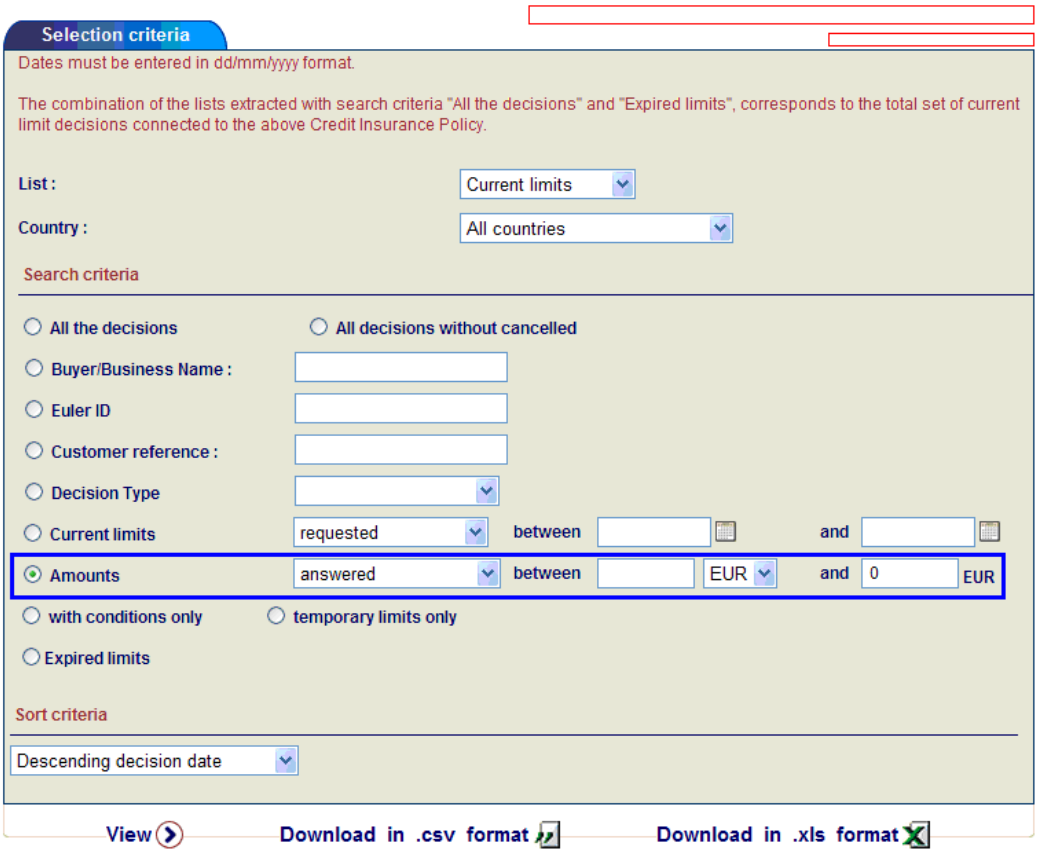
Finally, click on ***View***. You will have the greater than EUR 1 Credit Limits.

Attention!
In case that in the column with title **Decision** the phrase ***Full cancellation*** is indicated, the corresponding registration do not consist a non zero credit limit, as this credit limit has been cancelled by the Insured. For technical reasons, in some of this type of decisions, the amount of credit limit may be a non zero amount. Still, that does not mean that the credit limit is a non zero credit limit.
These buyers can be insured as non specified, as long as they are compliant with the General and Special conditions of the Policy, for this specific buyers' category.

4.5.4 List of zero Credit Limits

Quick menu → List of current limit decisions.

Then, in ***Search criteria*** zone, click on the line *Amount*, select *answered* just right in the list, do not fill in the field *between* and write *0* in the field *and*. Consequently, you will limit the results to the zero credit limits list.



End, click on ***View***.

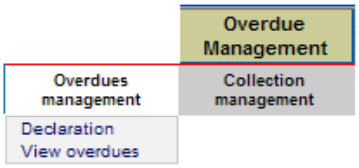
Credit Limits that have expired or old zero Credit Limits are transferred to the list which results from the filter "***Expired limits***".

5. Overdue Management

5.1 Overdue management

The submenu ***Overdues management*** gives you access to the following choices :

- Declaration
- View overdues



5.1.1 Declaration – Prorogation request

Use the ***Company search*** function to identify the buyer.

If you cannot identify the buyer whom you want to make an Overdue Declaration or a Prorogation request for, it is impossible to complete the process via EOLIS (This may happen for ***non specified*** buyers. The ***specified*** buyers will be identified by the use of Company Search function). In this case, you have to send your request to the Risk Department, via fax or e-mail, filling in the corresponding documents we have already provided to you.

Then, select *Overdue Management → Overdues management → Declaration*.

Check the buyer details

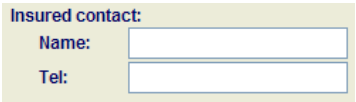
Be sure that the Buyer Details correspond to the correct buyer.

Buyer Details
VATGR :
Euler ID :
Type of Company :
Buyer Name:
Registered office :
SIC Activity :
If the details above are not for the required buyer, click here to select the correct buyer.

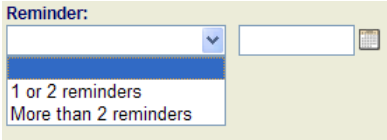
If not, repeat the search.

Buyer appreciation

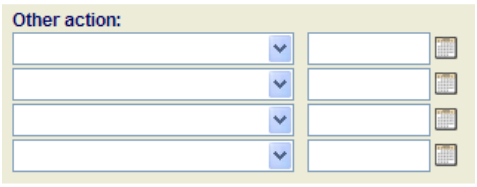
In the fields *Name* and *Tel,* you have to fill in your full name and telephone number. As a result, we will have the ability, if needed, to contact you.



Have you contacted with your buyer to remind him of the overdue amount? When did you contact him last time? Fill in the corresponding fields.



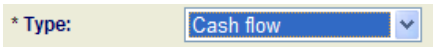
Have you applied other action? If yes, select the specific action from the next list, as well as the corresponding date.



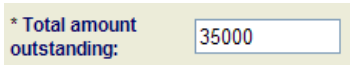
Overdue details

Attention! The ***Overdue Declaration*** or the ***Prorogation request*** must correspond to invoices which have been issued during the same month, for example in December 2008. If the invoices have been issued in different months, for example three invoices in December 2008 and four in January 2009, then, you must make a separate request for the invoices of each month. According to our example, you have to send us two requests.

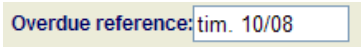
Select the overdue type, for example, ***Cash flow.***



Fill in the total amount outstanding related to the specific buyer, regardless of whether it is due or not.



If the request corresponds only to one invoice, then input in the Overdue reference field the invoice number. If the request corresponds to more than one invoices, input in the Overdue reference field the word **tim.** followed by the month during which the invoices were issued. For example, if the invoices have been issued in October 2008, you will write **tim. 10/08** in corresponding field.

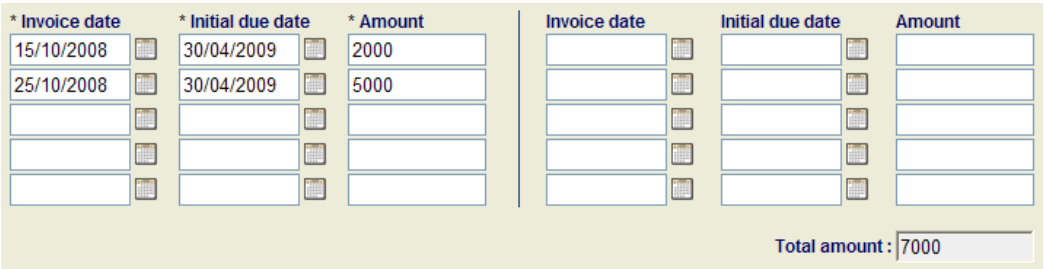


Subsequently, fill in the information corresponding to the invoices.

Invoice date : The date the invoice was issued. (For example, 15/10/2008)

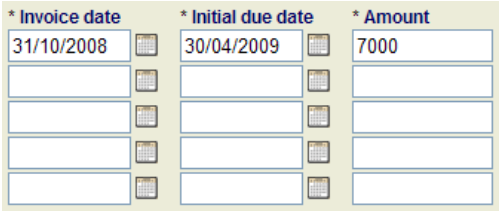
Initial due date : Add to the month the invoice was issued the maximum terms of payment, as specified in Special Conditions of your Policy. (For example, for invoice issued in October 2007 and maximum terms of payment equal to 180 days = 6 months, you would fill in the last day of the month that credit period expires 30/04/2009)

Amount : The outstanding amount of the corresponding invoice value. (Enter round numbers without decimals!)

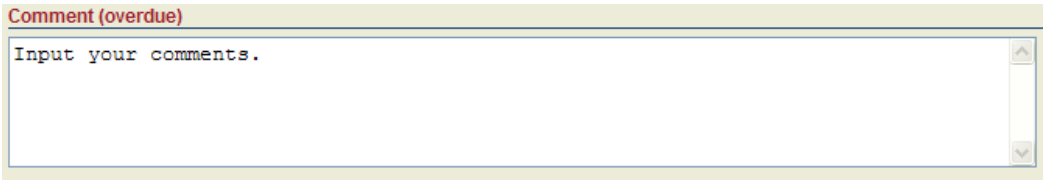


Repeat the process for the rest invoices.

Suppose that you have many invoices issued during the same month and it is time consuming to enter these one by one. You can enter them in one registration. In ***Invoice date*** field, select the last day of the month that invoices were issued, and in the ***Amount*** field fill in the total outstanding amount corresponding to these invoices.



If you want to make a comment or to communicate to us some information relative to your request, fill in the following field :



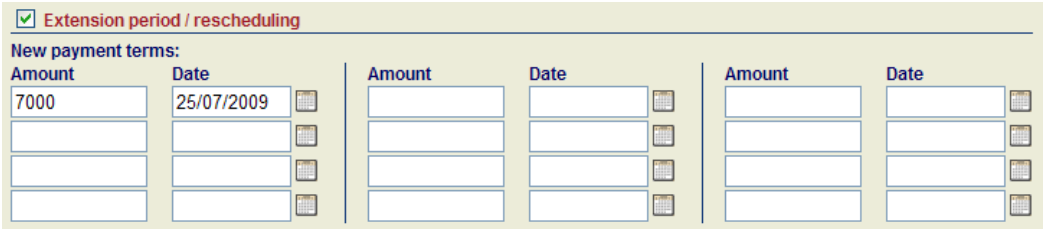
The comments may include until 100 Latin or 50 Greek characters maximum.
You do not need to count the characters! If you exceed the maximum number, EOLIS will present you with a relative message when you click on **Continue.** In such a case, restate your comments using abbreviations in some words.

If you want to send us an **Overdue Declaration**, click on ***Continue***, check the data and then click on ***Confirm***. The process will be completed and the **Overdue Declaration** will be sent to Euler Hermes.

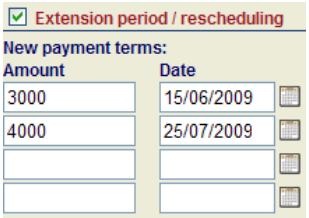
Prorogation request

If you want to send us a **Prorogation request,** you must fill in the ***New payment terms.***

Put the check symbol into the box, in front of the phrase Extension period / rescheduling. A new zone with fields, in which you have to enter the corresponding information, will open. For example, if you want to send us a **Prorogation request** for the amount of €7,000 until 25/07/2009, fill in the below table as follows :



In case you prefer to separate the amounts and the dates of the Prorogation Request, you have to fill in two or more fields. For example, if you want to send us a Prorogation Request for the amount of €3,000 until 15/06/2009 and for the amount of the rest €4,000 until 25/07/2009, fill in the fields according to the screen on the right.



Enter numerical round numbers without decimals.

Bu sure that the total of Amount in *New payment terms* is equal to the *Total amount* resulted from the sum of the Amounts you entered during the invoices registration previous table.

Attention! Do not fill in the fields of the zone **Payment**.

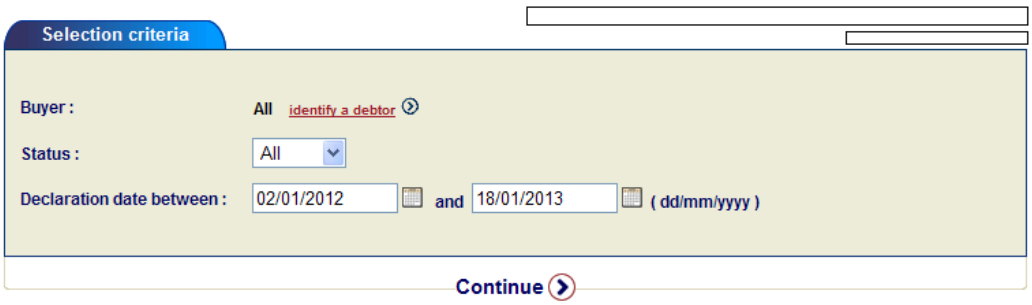
Click on ***Continue***, check the data and click on ***Confirm***. The process will be completed and the data will be sent to Euler Hermes.

A message will confirm the successful registration of your request.

5.1.2 View overdues

Select *Overdue Management → Overdues management → View overdues*.

The following screen will appear. In this screen you have the ability to select the criteria of the list creation.



If you prefer to limit the result to only one buyer, click on the link identify a debtor and proceed to the search.

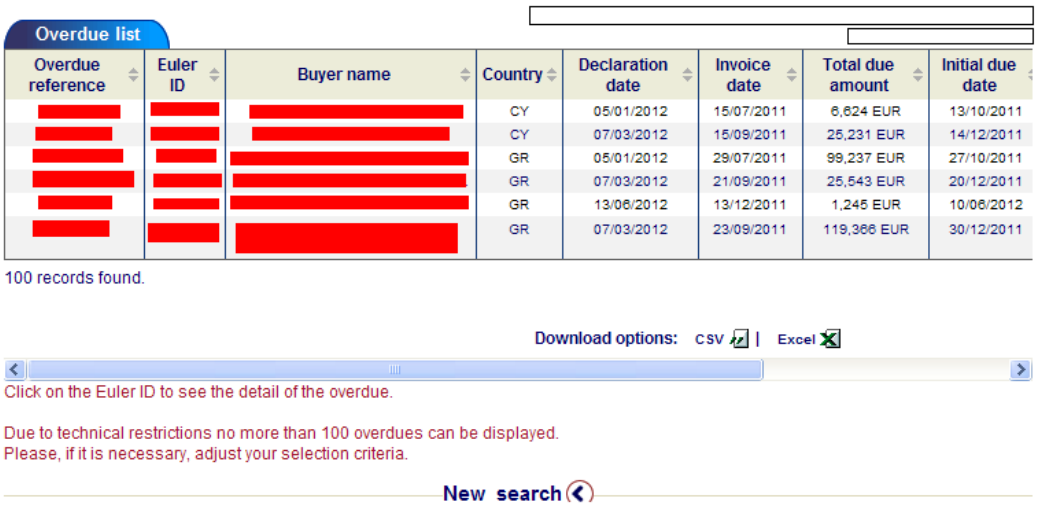
In case you see only the name of a buyer, but you want the list to include all buyers, then click on the link clear.

In Status field, choose **All**.

Finally, you can (optionally) identify the dates between the Overdue Declarations or the Prorogation requests that have been sent.

Click on ***Continue***.

EOLIS will present a list based on the criteria you selected.


Overdue list
Overdue reference
Euler ID
Buyer name
Country
Declaration date
Invoice date
Total due amount
Initial due date
CY 05/01/2012 15/07/2011 6,624 EUR 13/10/2011
CY 07/03/2012 15/09/2011 25,231 EUR 14/12/2011
GR 05/01/2012 29/07/2011 99,237 EUR 27/10/2011
GR 07/03/2012 21/09/2011 25,543 EUR 20/12/2011
GR 13/06/2012 13/12/2011 1,245 EUR 10/06/2012
GR 07/03/2012 23/09/2011 119,366 EUR 30/12/2011
100 records found.
Download options: CSV | Excel
Click on the Euler ID to see the detail of the overdue.
Due to technical restrictions no more than 100 overdues can be displayed.
Please, if it is necessary, adjust your selection criteria.
New search

Do you prefer to see the details of an Overdue Declaration or a Prorogation request? Click on the Euler ID of the buyer.

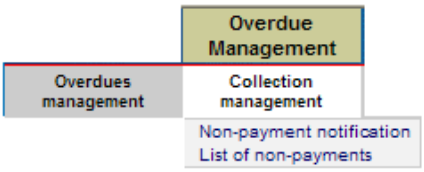
The ***Download*** choice permits you to download the list in Excel.

In the list of Overdue Declarations and Prorogation requests, it is not possible to include more than 100 registrations. If needed, you can amend the selection criteria, for example, set a smaller time period in the field ***Declaration date between.***

5.2 Collection management

The submenu ***Collection management*** gives you access to the following choices :

- Non-payment notification
- List of non-payments



5.2.1 Non-payment notification

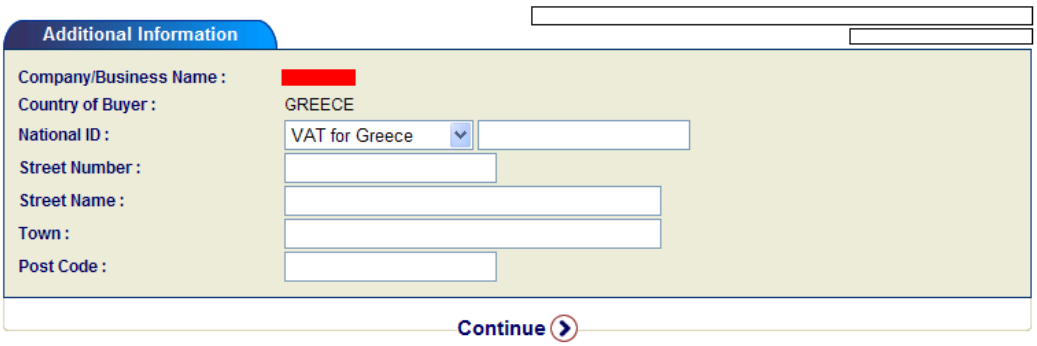
Select *Overdue Management → Collection management → Non-payment notification*.

Buyer identification

As in the case of a Credit Limit request, you have first to identify the buyer who you want to make a ***Non-payment notification*** for. You could refer to the paragraph ***4.2.1 Company Identification*** for further details.

In case that you cannot identify the buyer in the EOLIS list , you have the ability to proceed to making a request for an unknown buyer. Click on the link ***Not found.*** Not found

Fill in the buyer information in the Additional Information tab and click on ***Continue***.



Fill in the non-payment notification form

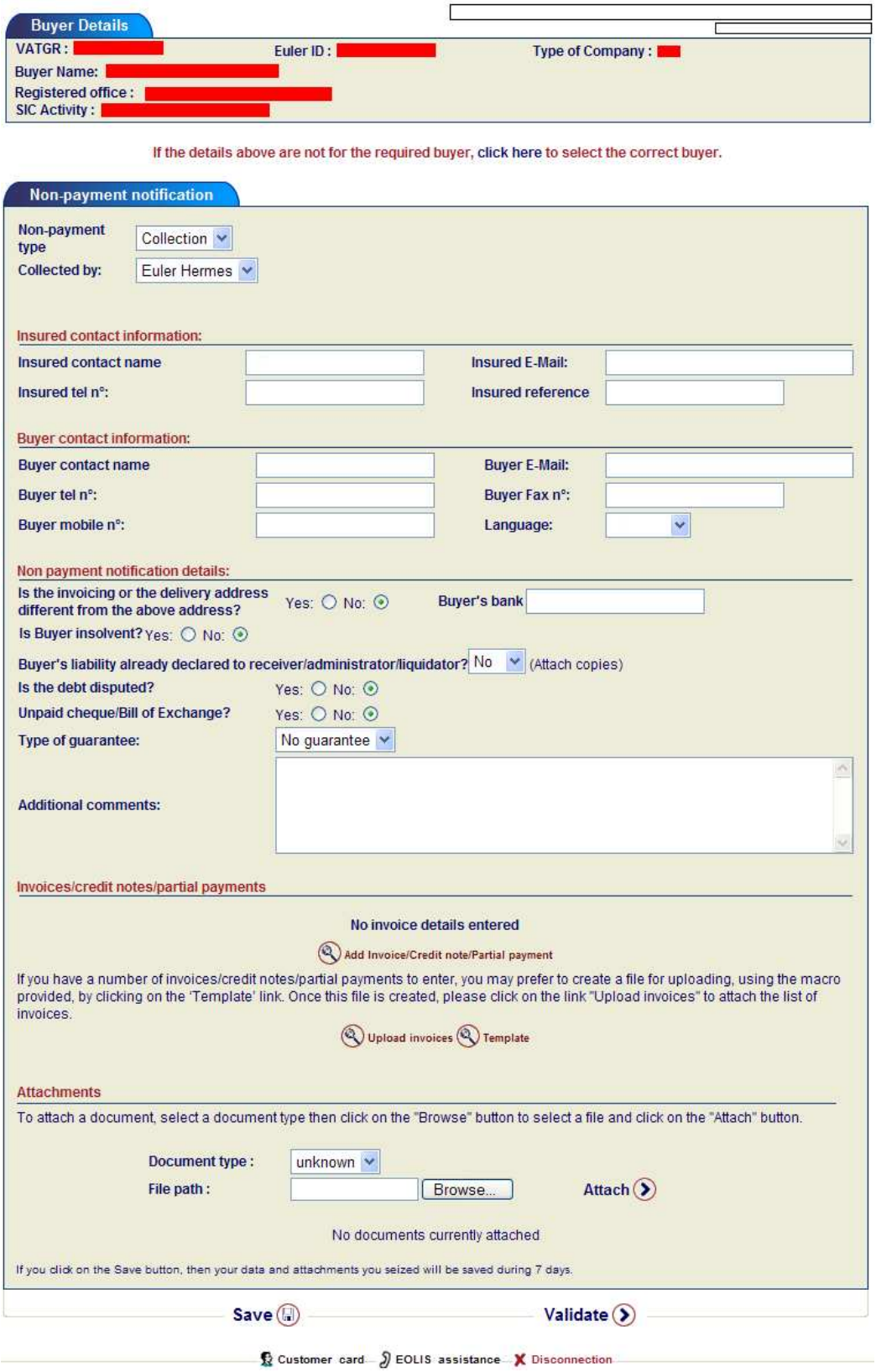
Having successfully completed the buyer identification process, you will be directed to the next screen.

Check carefully the ***Buyer Details*** tab, so as to be sure that your Non-payment notification refers to the correct company.

If the tab's information do not correspond to the company you are looking for, click on the link *click here* and search again.

Proceed in filling in the Non-payment notification tab.

In Non-payment type select **Collection**.



Buyer Details

VATGR : [redacted] Euler ID : [redacted] Type of Company : [redacted]
Buyer Name: [redacted]
Registered office : [redacted]
SIC Activity : [redacted]

If the details above are not for the required buyer, click here to select the correct buyer.

Non-payment notification

Non-payment type: Collection
Collected by: Euler Hermes

Insured contact information:

Insured contact name | Insured E-Mail:
Insured tel n°: | Insured reference

Buyer contact information:

Buyer contact name | Buyer E-Mail:
Buyer tel n°: | Buyer Fax n°:
Buyer mobile n°: | Language:

Non payment notification details:

Is the invoicing or the delivery address different from the above address? Yes: No: | Buyer's bank
Is Buyer insolvent? Yes: No:
Buyer's liability already declared to receiver/administrator/liquidator? No (Attach copies)
Is the debt disputed? Yes: No:
Unpaid cheque/Bill of Exchange? Yes: No:
Type of guarantee: No guarantee
Additional comments:

Invoices/credit notes/partial payments

No invoice details entered

Add Invoice/Credit note/Partial payment

If you have a number of invoices/credit notes/partial payments to enter, you may prefer to create a file for uploading, using the macro provided, by clicking on the 'Template' link. Once this file is created, please click on the link "Upload invoices" to attach the list of invoices.

Upload invoices Template

Attachments

To attach a document, select a document type then click on the "Browse" button to select a file and click on the "Attach" button.

Document type : unknown
File path : Browse... Attach

No documents currently attached

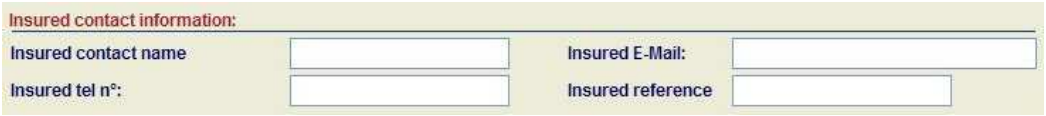
If you click on the Save button, then your data and attachments you seized will be saved during 7 days.

Save Validate

Customer card EOLIS assistance Disconnection

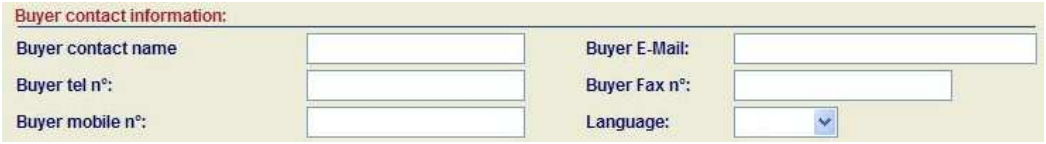
Insured contact information

Fill in the *Insured contact name*, the *Insured tel n°* and your *e-mail*. If you prefer, you can specify an *Insured reference* regarding the non-payment notification.



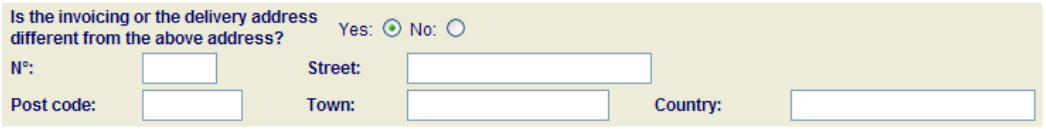
Buyer contact information

In all probability, you want to keep a contact in the buyer's company for communication purposes about the Non-payment notification. Fill in the *contact name*, the *tel n°*, *fax* and *e-mail* of your buyer, in order for us to be able to contact him in case of need. In addition, select the *language* of communication with your buyer.

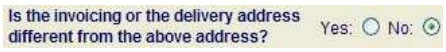


Non-payment notification details

Is the invoicing or the delivery address different from the above address appearing in the Buyer Details tab? If ***yes,*** click on the corresponding choice and new fields will open to enter the correct address.



If ***not,*** do not make anything, as this is the default.



Which is the bank that your buyer uses for his dealings?

Is the buyer insolvent? If yes, select correspondingly. Two new fields will open in order the name of designated attorney and the relative date be entered to these.

Has the buyer's liability already been declared to a receiver /administrator / liquidator? Select yes or no from the list. If yes, remember to attach copies of the related documents.

Is the debt disputed? Is there any unpaid check? Select accordingly.

Do you have guarantees? Which are these? Select from the list.

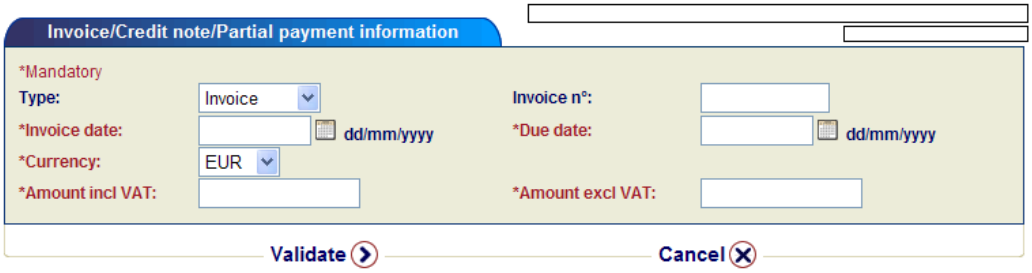
If you want to make comments or communicate to us additional information, enter these in the *Additional comments* field.

Invoices / credit notes / partial payments

Click on the link Add invoice / Credit note / Partial payment in order to upload the invoices related to the Non - payment notification.

According to the process we describe here, invoices are uploaded one by one. In case you have to upload many invoices, maybe is more efficient to use the Upload invoices choice. You can refer to the **Appendix C** for a detailed analysis of this function.

You will be directed to the following screen.



In Type field select **Invoice** or **Credit note**.

Fill in the *Invoice date* and the *due date*.

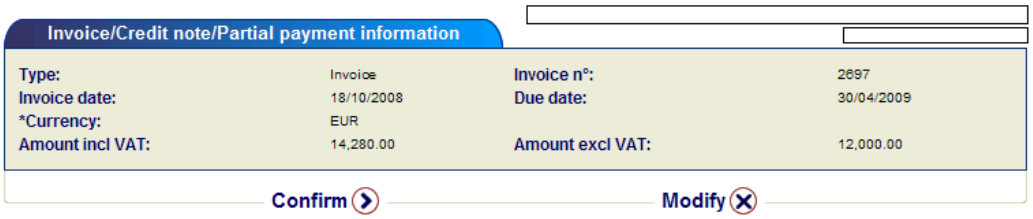
Take care of the format in which (**dd/mm/yyyy**) the dates must be registered.
For example, *the correct format is 08/06/2008* and not the 8/6/2008 or 08/06/08 or 8-6-2008 format.

Choose from the corresponding list the currency of invoicing.

Finally, fill in the invoice amount including and excluding VAT to the respective fields.

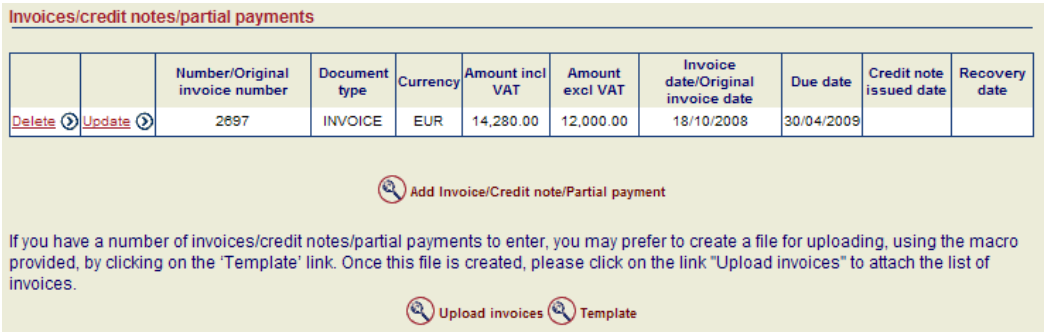
Click on ***Continue.***

The invoice information you just registered is presented in your screen.

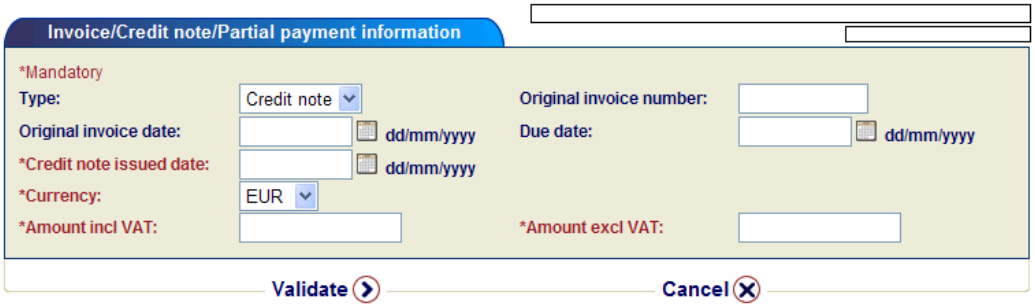


Check the invoice information and click on ***Confirm*** in case this is correct (If you want to edit the registered information, click on ***Modify***).

You will return to the ***Non-payment notification*** screen. You will notice that a table including invoice information has been added on the zone **Invoices / credit notes / partial payments.**


Invoices/credit notes/partial payments
Number/Original invoice number
Document type
Currency
Amount incl VAT
Amount excl VAT
Invoice date/Original invoice date
Due date
Credit note issued date
Recovery date
Delete
Update
2697
INVOICE
EUR
14,280.00
12,000.00
18/10/2008
30/04/2009
Add Invoice/Credit note/Partial payment
If you have a number of invoices/credit notes/partial payments to enter, you may prefer to create a file for uploading, using the macro provided, by clicking on the 'Template' link. Once this file is created, please click on the link "Upload invoices" to attach the list of invoices.
Upload invoices
Template

Click on the link Add Invoice / Credit note / Partial payment in order to upload the next invoice. We will upload a Credit note this time. Select the Type ***Credit note***.



In the fields *Original invoice number*, *Original invoice date* and *Due date,* respectively fill in the number, the invoice date, as well as its due date, in which a credit note was issued.

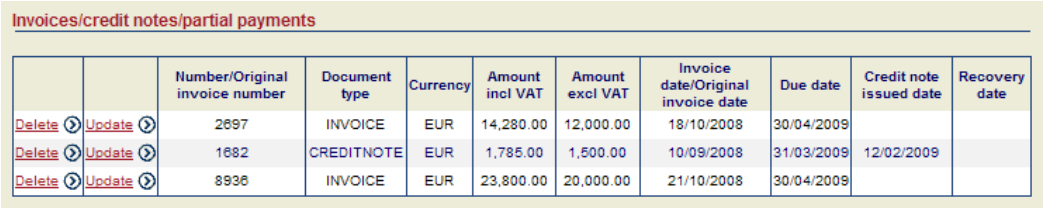
Choose the currency of invoicing.

Finally, fill in the invoiced amount, including and excluding VAT, to the corresponding fields.

Attention. Do not insert a minus (-) in front of the amounts.

Click on ***Validate,*** check the information and then click on ***Confirm.***

Follow the same process in order to upload all the invoices related to the non-payment notification. When you complete the process, the invoices will have been uploaded as follows :

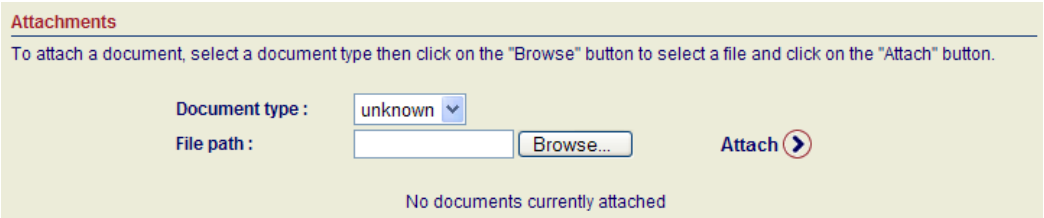

Invoices/credit notes/partial payments

		Number/Original invoice number	Document type	Currency	Amount incl VAT	Amount excl VAT	Invoice date/Original invoice date	Due date	Credit note issued date	Recovery date
Delete	Update	2697	INVOICE	EUR	14,280.00	12,000.00	18/10/2008	30/04/2009		
Delete	Update	1682	CREDITNOTE	EUR	1,785.00	1,500.00	10/09/2008	31/03/2009	12/02/2009	
Delete	Update	8936	INVOICE	EUR	23,800.00	20,000.00	21/10/2008	30/04/2009		

Notice the links Delete and Update next to each invoice. In case of error, you can update the corresponding invoice or delete and upload it again.

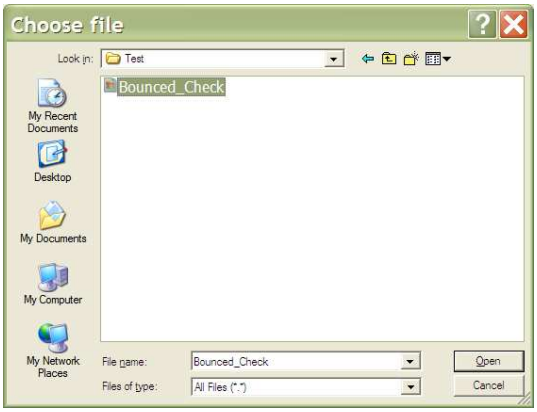
Attachments

EOLIS provides you the ability to attach several documents related to the non-payment notification.


Attachments
To attach a document, select a document type then click on the "Browse" button to select a file and click on the "Attach" button.
Document type :
unknown
File path :
Browse...
Attach
No documents currently attached

Select the type of the document you want to attach from the *Document type* list. (Choose ***unknown*** if there is no choice in the list)

Click on the *Browse...* key and search for the file you want to attach.



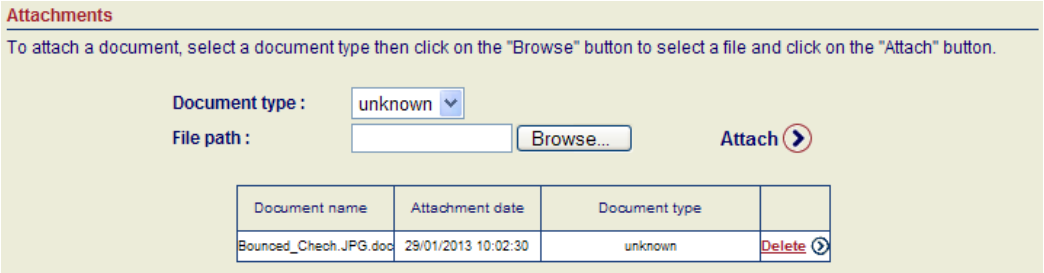
The file name must contain only Latin characters, without space.

It is preferable that you make a short description of the attached files in the comment field.

Having completed the process, the *File path* will appear in the corresponding field.

Click on the link ***Attach*** in order for the file to be attached.

The file will be uploaded to a table.

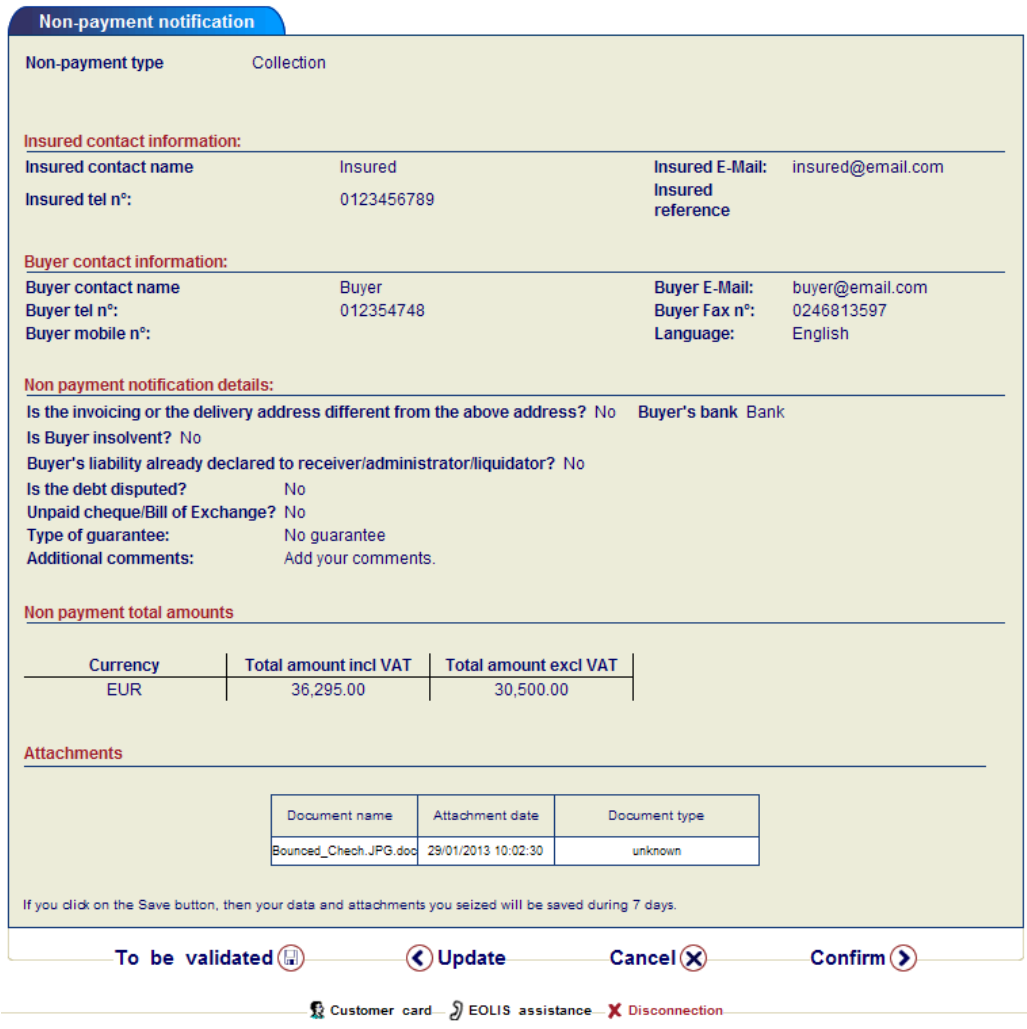


Proceed the same way for uploading other files.

If you prefer to delete a file, click on the link Delete.

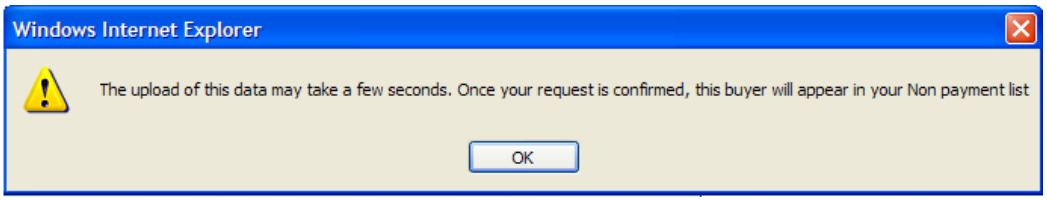
Having finished with the Attachments zone, you have then **two choices** :

1) Click on the link ***Continue***. In the following screen, EOLIS shows the information you have registered. In addition, the system summarizes the amounts of invoices you have uploaded. Make a final check.



If you want to edit something, click on ***Update.*** EOLIS will direct you to the previous page. Having completed the edit, click on ***Continue.***

If everything is correct, click on ***Confirm.*** The following message will emerge.

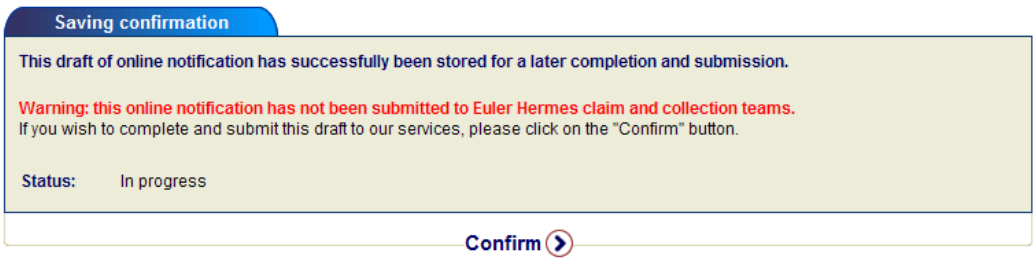

Windows Internet Explorer
The upload of this data may take a few seconds. Once your request is confirmed, this buyer will appear in your Non payment list
OK

Click on ***OK*** in order the ***Non-payment notification*** be sent to Euler Hermes.

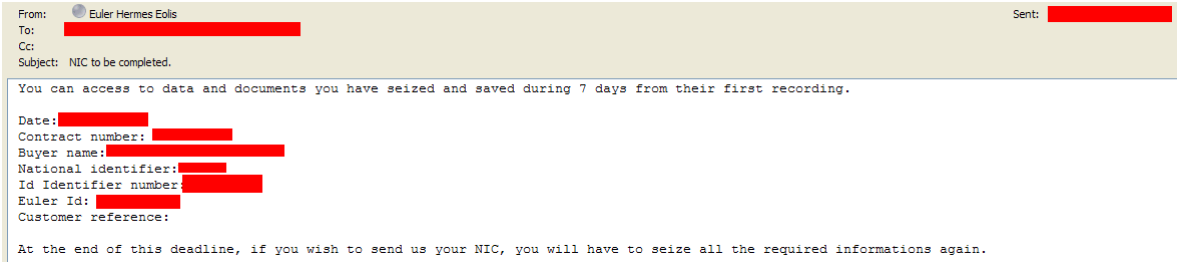
Print and keep a copy of it.

In case you use the functionality ***List of non-payments*** immediately after the non-payment notification sending, you will not find the non-payment notification you sent just before. This is not a problem. Your request has been sent to Euler Hermes without a problem. The new non-payment notification is going to be included into the ***List of non-payments,*** after the necessary check we have to complete first.

2) Click on the link ***Save.*** Via this function, you have the ability to store in the system, temporarily for 7 days, the **Non-payment notification,** for later completion and submission to Euler Hermes. Read the instructions in the following screen and click on ***Confirm.***


Saving confirmation
This draft of online notification has successfully been stored for a later completion and submission.
Warning: this online notification has not been submitted to Euler Hermes claim and collection teams.
If you wish to complete and submit this draft to our services, please click on the "Confirm" button.
Status: In progress
Confirm

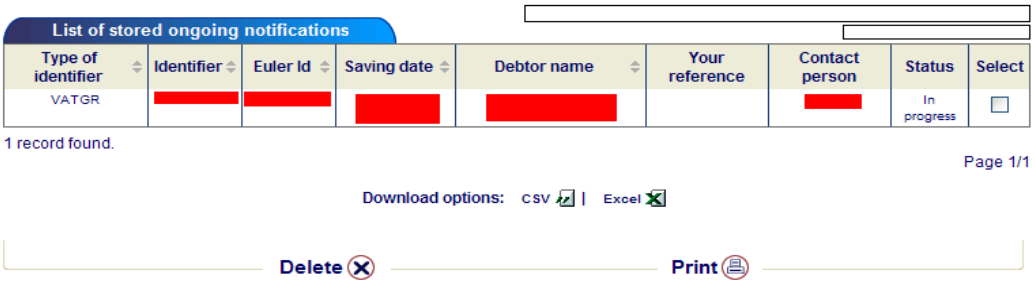
You will receive the following email from Euler Hermes, in which the time period for access to the data you have stored is mentioned :


From: Euler Hermes Eolis
Sent:
To:
Cc:
Subject: NIC to be completed.
You can access to data and documents you have seized and saved during 7 days from their first recording.
Date:
Contract number:
Buyer name:
National identifier:
Id Identifier number:
Euler Id:
Customer reference:
At the end of this deadline, if you wish to send us your NIC, you will have to seize all the required informations again.

Then, at the bottom of EOLIS homepage, a new tab with the title ***My alerts*** has been added.

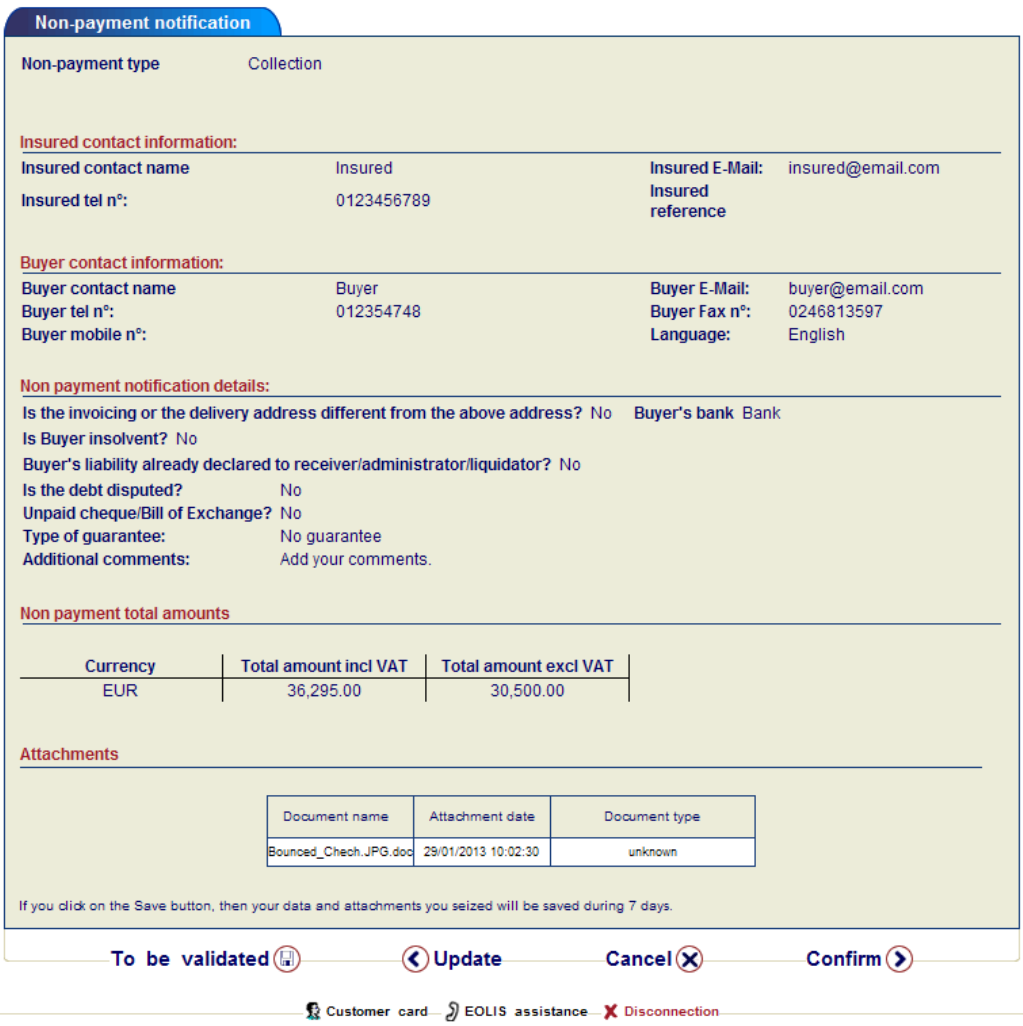
My alerts
Last 25 credit limit decisions
Pending requests (10 oldest)
Ongoing claim notifications are stored. Click here to complete and submit your claim notifications.

Click on the context of the tab. You will be directed to the next screen with the tab *List of stored ongoing notification*. This list includes the temporarily stored **Non-payment notifications.**



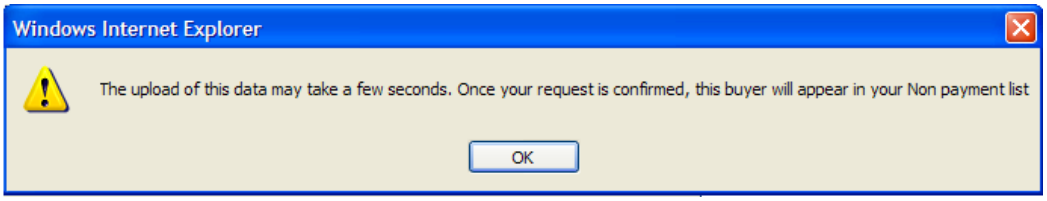
As you notice on the screen, the phrase **In progress** is referred in the column **Status.** That means the **Non-payment notification** is temporarily stored for later completion and submission. If you click on this phrase, the temporarily stored **Non-payment notification** will appear again. In this case, you can edit the **Non-payment notification** and click on **Save** afterwards (the process we described before) or **Continue.**

If you click on **Continue,** you will be directed to the following screen, in which EOLIS shows the information you have registered. In addition, the system summarizes the amounts of invoices you have uploaded (as we have already mentioned above). You have **two choices :**



1) If you want to edit something, click on ***Update.*** EOLIS will direct you to the previous page. Having completed the edit, click on ***Continue.***

If everything is correct, click on ***Confirm.*** The following message will emerge.

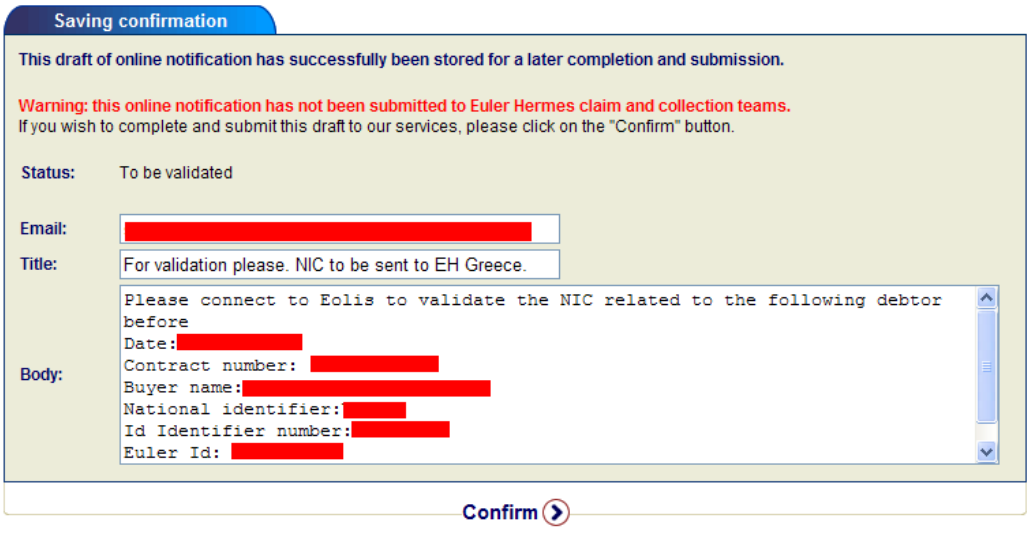

Windows Internet Explorer
The upload of this data may take a few seconds. Once your request is confirmed, this buyer will appear in your Non payment list
OK

Click on ***OK*** in order for the ***Non-payment notification*** to be sent to Euler Hermes.

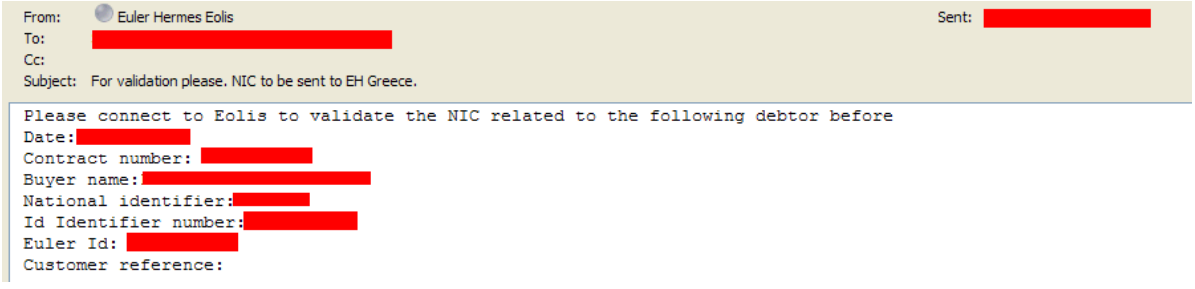
Print and keep a copy of it.

2) Click on ***To be validated.*** Via this function, you temporarily have the ability to inform the related staff member of your company to login to EOLIS, edit and/or validate the temporarily stored **Non-payment notification** and then submit it to Euler Hermes by clicking on ***Confirm.***

In the following screen, fill in the *Email* of the related staff member of your company who has to login in EOLIS, edit and/or validate the temporarily stored **Non-payment notification,** as well as the *Date* (deadline) for the validation.


Saving confirmation
This draft of online notification has successfully been stored for a later completion and submission.
Warning: this online notification has not been submitted to Euler Hermes claim and collection teams.
If you wish to complete and submit this draft to our services, please click on the "Confirm" button.
Status: To be validated
Email:
Title: For validation please. NIC to be sent to EH Greece.
Body:
Please connect to Eolis to validate the NIC related to the following debtor before
Date:
Contract number:
Buyer name:
National identifier:
Id Identifier number:
Euler Id:
Confirm

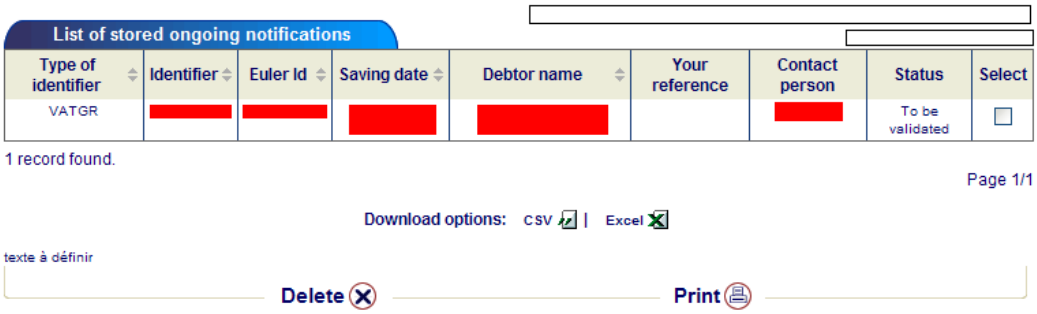
Then, click on ***Confirm.*** The related staff member will receive the following Email, in which the Date (deadline) for validation to the temporarily stored **Non-payment notification** is included.



The related staff member must first login to EOLIS and then click on the context of ***My alerts*** tab, at the bottom of EOLIS homepage, in order to edit and/or validate the temporarily stored **Non-payment notification.**

My alerts
Last 25 credit limit decisions
Pending requests (10 oldest)
Ongoing claim notifications are stored. Click here to complete and submit your claim notifications.

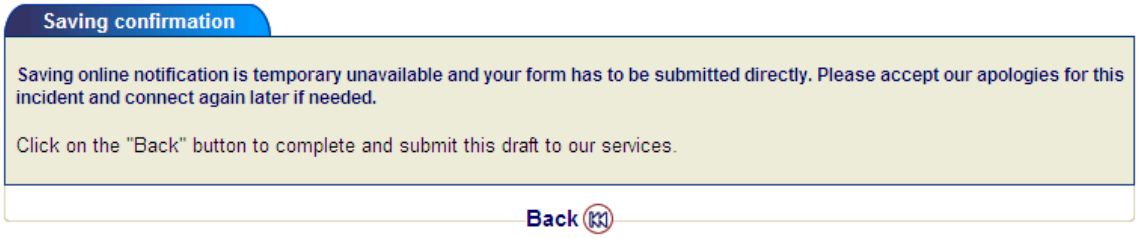
The following screen, which includes a list of temporarily stored **Non-payment notifications,** will appear.



As you notice on the screen, the phrase **To be validated** is referred in the column **Status.** That means the **Non-payment notification** is temporarily stored and has to be validated so as to be sent to Euler Hermes. By clicking on this phrase, the temporarily stored **Non-payment notification** will appear again**,** which must be either edited by clicking on ***Update*** and then ***Continue*** and ***Confirm,*** in order to be sent to Euler Hermes, or validated immediately and then sent to Euler Hermes, by clicking on ***Confirm.***

In case you prefer to cancel a temporarily stored **Non-payment notification,** put the check symbol into the box of the column **Select** (above screen) and click on **Delete.**

Finally, in case the function of temporarily storing a **Non-payment notification** is unavailable, you will be informed by the following tab :

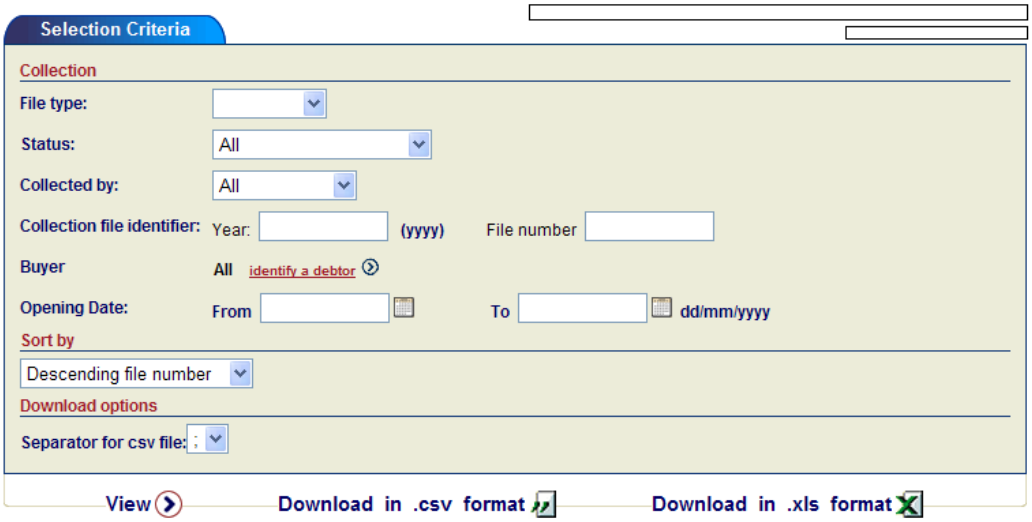

Saving confirmation
Saving online notification is temporary unavailable and your form has to be submitted directly. Please accept our apologies for this incident and connect again later if needed.
Click on the "Back" button to complete and submit this draft to our services.
Back

In this case, you have to immediately submit the **Non-payment notification** or try again later.

5.2.2 List of non-payments

Select *Overdue Management → Collection management → List of non-payments*.

In Selection Criteria tab, you can limit the list's contents.



If, for example, you want to see the non-payments corresponding to a specific debtor, click on the link identify a debtor and proceed to search for the debtor. (In case you see the name of a debtor in the above screen, but you prefer to have a list of all debtors, click on the link clear.)

By clicking on ***View*** without identifying a debtor, the list will include all Non-payment notifications you have sent to Euler Hermes.

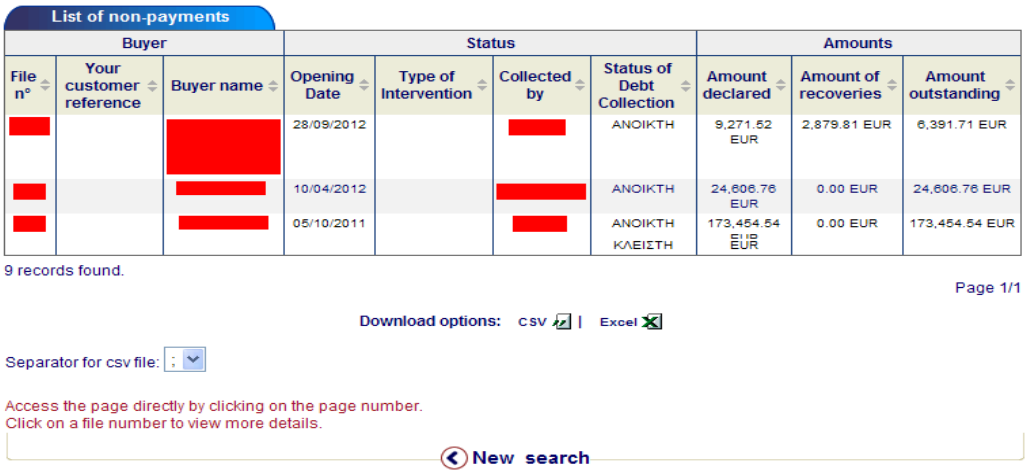
In ***Sort by*** zone, you can set the way of sorting the contents of the list.

Click on ***View.***

EOLIS will show the list according to the criteria you have specified.

Remember that you can use the ***Download*** choice in order to download the contents in Excel format.

We appose you an example of a ***non-payments*** list.


List of non-payments

Buyer			Status				Amounts		
File n°	Your customer reference	Buyer name	Opening Date	Type of Intervention	Collected by	Status of Debt Collection	Amount declared	Amount of recoveries	Amount outstanding
[redacted]		[redacted]	28/09/2012		[redacted]	ΑΝΟΙΚΤΗ	9,271.52 EUR	2,879.81 EUR	6,391.71 EUR
[redacted]		[redacted]	10/04/2012		[redacted]	ΑΝΟΙΚΤΗ	24,606.76 EUR	0.00 EUR	24,606.76 EUR
[redacted]		[redacted]	05/10/2011		[redacted]	ΑΝΟΙΚΤΗ ΚΛΕΙΣΤΗ	173,454.54 EUR	0.00 EUR	173,454.54 EUR

9 records found.

Page 1/1

Download options: CSV | Excel

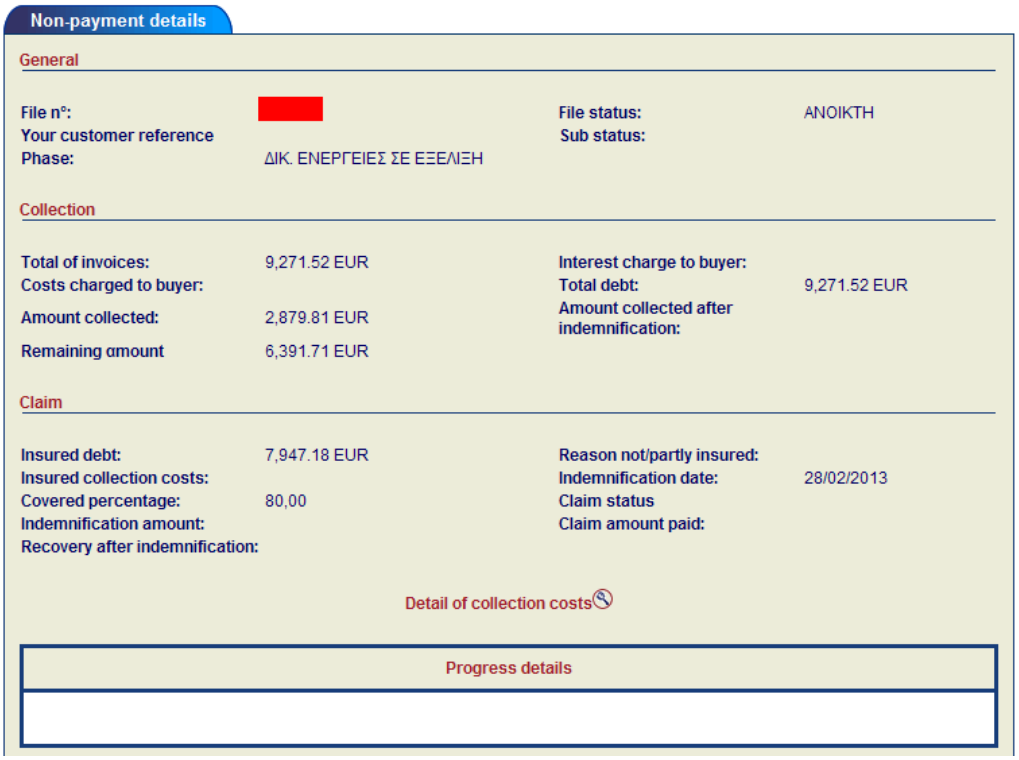
Separator for csv file: ;

Access the page directly by clicking on the page number.
Click on a file number to view more details.

New search

Click on the headings of the list in order to sort the data accordingly.

By clicking on the File no of a non-payment, you can access to more details related to the non-payment.


Non-payment details

General

File n°:	[redacted]	File status:	ΑΝΟΙΚΤΗ
Your customer reference		Sub status:	
Phase:	ΔΙΚ. ΕΝΕΡΓΕΙΕΣ ΣΕ ΕΞΕΛΙΞΗ		

Collection

Total of invoices:	9,271.52 EUR	Interest charge to buyer:	
Costs charged to buyer:		Total debt:	9,271.52 EUR
Amount collected:	2,879.81 EUR	Amount collected after indemnification:	
Remaining amount	6,391.71 EUR		

Claim

Insured debt:	7,947.18 EUR	Reason not/partly insured:	
Insured collection costs:		Indemnification date:	28/02/2013
Covered percentage:	80,00	Claim status	
Indemnification amount:		Claim amount paid:	
Recovery after indemnification:			

Detail of collection costs

Progress details

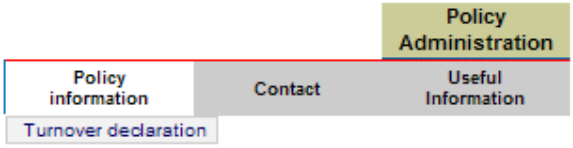
Click on the link ***Detail of collection costs*** to access to more information.

6. Policy Administration

6.1 Turnover

The submenu ***Policy information*** gives you access to the choice *Turnover declaration*:

- Turnover declaration



6.1.1 Turnover declaration

EOLIS provides you with the ability to send us online your Turnover declarations.

Before you login to EOLIS, it is preferable that you make a computation of the amounts you are going to register in the system.

Gather the necessary information

- ☑ *You must have computed which are your **Total turnover** and **Total insured turnover** by **country** and **currency** for the corresponding **insurance period.***

If, for example, in Greece your total turnover was in Euro, you will have :

Greece

Your total turnover in Euro was **550000 EUR,** from which **470000 EUR** was insured

If, for example, in United Kingdom your total turnover was in Euro as well as in Pounds, you will have:

United Kingdom

Your total turnover in Euro was **100000 EUR,** from which **70000 EUR** was insured
Your total turnover in Pounds was **80000 GBP,** from which **80000 GBP** was insured

If, for example, in USA your total turnover was in US dollars, you will have :

USA

Your total turnover in USD was **150000 USD,** from which **110000 USD** was insured

In a similar way, you have to compute your turnover or outstandings (depending on the Policy type) for the other countries.

If your Policy includes different special conditions for different payment terms, the distribution of your turnover must be done by payment terms. For example :

United Kingdom
- Turnover in EUR
  - With Payment terms until **90** days
    - **60000 EUR,** from which **40000 EUR** was insured
  - With Payment terms until **180** days
    - **40000 EUR,** from which **30000 EUR** was insured
- Turnover in GBP
  - With Payment terms until **90** days
    - **70000 GBP,** from which **70000 GBP** was insured
  - With Payment terms until **180** days
    - **10000 GBP,** from which **10000 GBP** was insured

☑ *You must also have computed the total of **excluded turnover** for the corresponding **insurance period.** This time the distribution is not done by each currency. The values will be in the Policy currency (is typically the EUR), regardless of the currency of turnover. The distribution here will be done to the following categories :*

- ***Cash***

Sales in cash.

- ***o-Limits***

Sales to specified buyers with approved Credit Limit equal to zero.

- ***Non covered countries***

Sales to countries which are not covered under the Special Conditions of your Policy.

- ***Intercompany***

Sales to enterprises you are connected or related to or to which you apply, directly or indirectly, control or on which you hold a major interest.

- ***Government/Private***

Sales to enterprises and Public Sector institutions under the competence of the administrative courts of justice. Sales to privates (persons without commercial status).

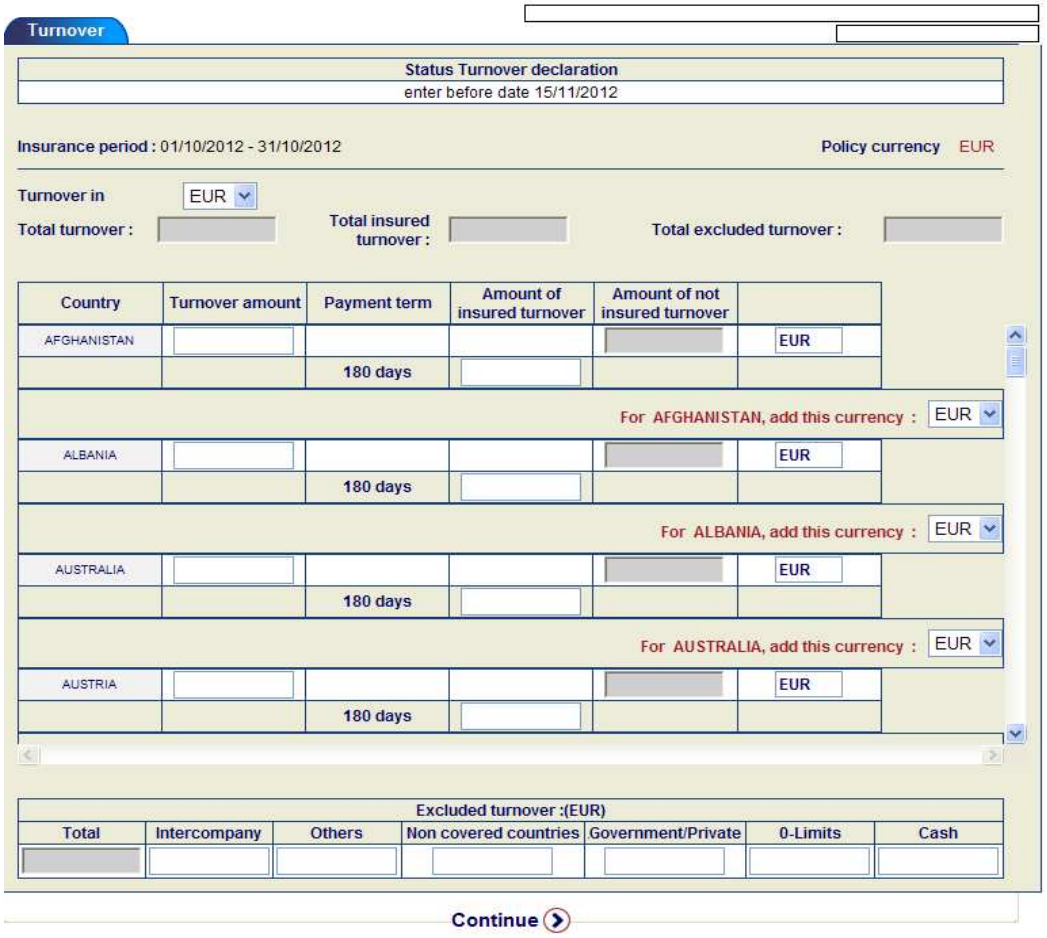
- ***Other***

All the other cases of not insured sales.

Send the Turnover declaration via EOLIS

Select *Policy Administration → Policy information → Turnover declaration*.

EOLIS will direct you to the page with the title ***Turnover.***



In the Upper and left part of the screen, the insurance period is mentioned. In our example, this period is the October 2012.

Insurance period : 01/10/2012 - 31/10/2012

You have to pay attention to the ***Insurance period***. You do not have to fill in information for an insurance period different from the insurance period appearing on the screen. Before you fill in the values in EOLIS, check carefully the field ***Insurance period.***

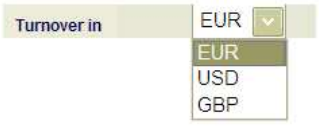
In case you need to submit your turnover declarations for two months, for example July and August 2012, EOLIS will first present you the ***Insurance period*** for July. Having successfully completed the process for this month, EOLIS will automatically proceed to the next month, August in our example.
Consequently, the Turnover declaration is submitted following the time sequence.

In the Upper and right part of the screen, the Policy currency is referred.

Policy currency EUR

The amounts registered must be round numbers without decimals.

As you notice on the screen, the default currency for all countries is the Euro. If the majority of your sales is in Euro, you don't change the currency.



In case the majority of your sales is in USD or GBP, you can change the currency from the beginning, using the field Turnover in.

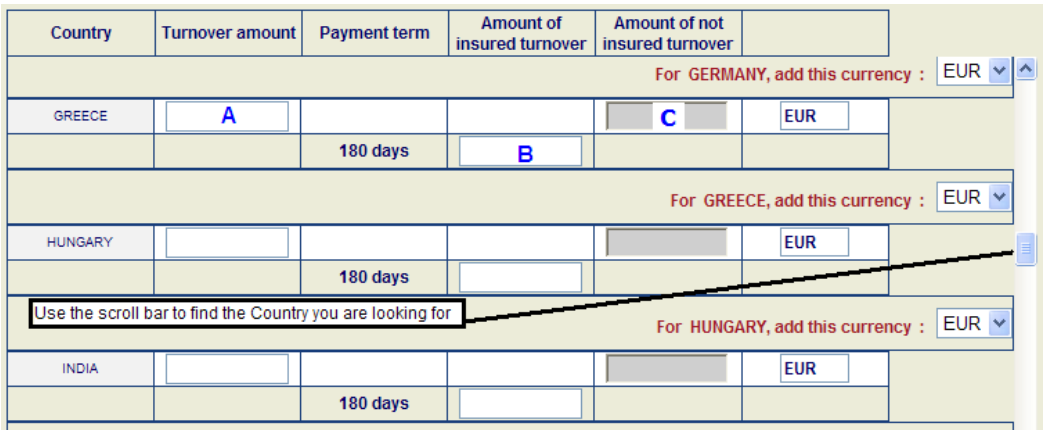
Use this field once, before registering the values.

Proceed in registering the values to the corresponding fields. Let's use the values of our example. We begin with Greece.

Greece

Your total turnover in Euro was **550000 EUR,** from which **470000 EUR** was insured

Use the scroll bar to find Greece in the Country list.



The headings show what must be registered in each field.

In field **A,** Turnover amount, register your total sales EUR (550000).

In field **B,** Amount of insured turnover, register the insured amount of your sales (470000)

EOLIS will automatically compute the remaining amount and fill in the field **C,** Amount of not insured turnover, the not insured amount of your sales (550000-470000=80000).

We proceed with the next country of our example, United Kingdom. We have two currencies.

United Kingdom

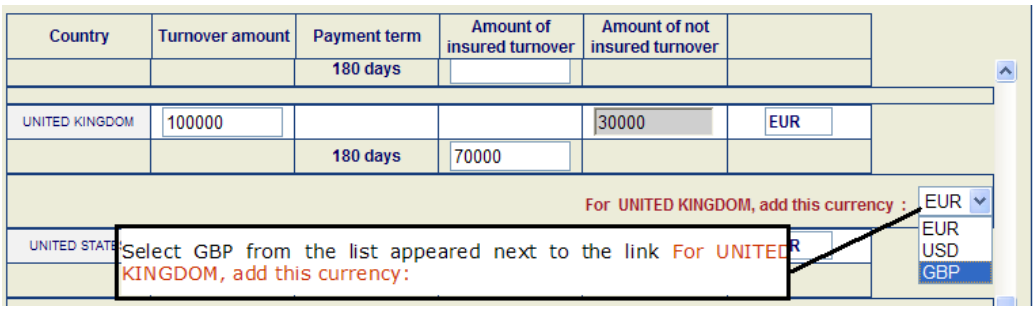
Your total turnover in Euro was **100000 EUR,** from which **70000 EUR** was insured
Your total turnover in Pounds was **80000 GBP,** from which **80000 GBP** was insured

We fill in first the sales in EUR, as we did for Greece.

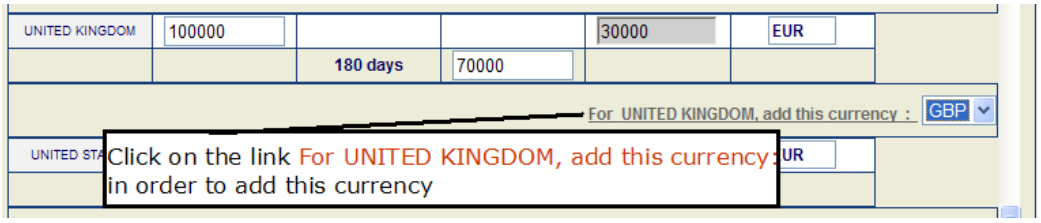
Then, we have to add a new line for United Kingdom, in order to register the sales in GBP.

To the right part of the line, where the currency of each country is appeared, you can see the currency in which the corresponding amounts are going to be registered.

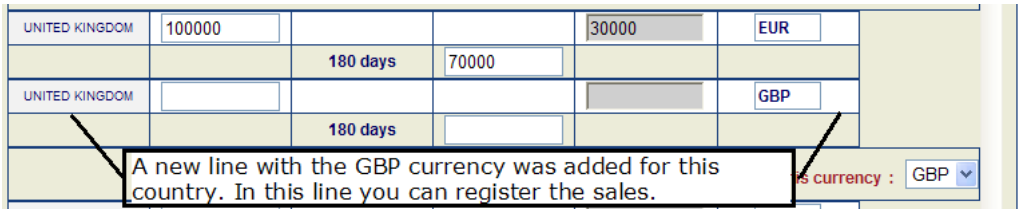
Select GBP from the list appeared next to the link For UNITED KINGDOM, add this currency :



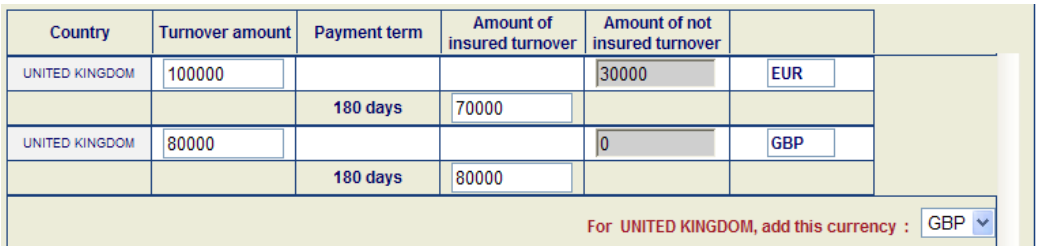
Click on the link For UNITED KINGDOM, add this currency :



A new line with the GBP currency will be added for this country.



Register your sales in GBP.



Country	Turnover amount	Payment term	Amount of insured turnover	Amount of not insured turnover	
UNITED KINGDOM	100000			30000	EUR
		180 days	70000		
UNITED KINGDOM	80000			0	GBP
		180 days	80000		

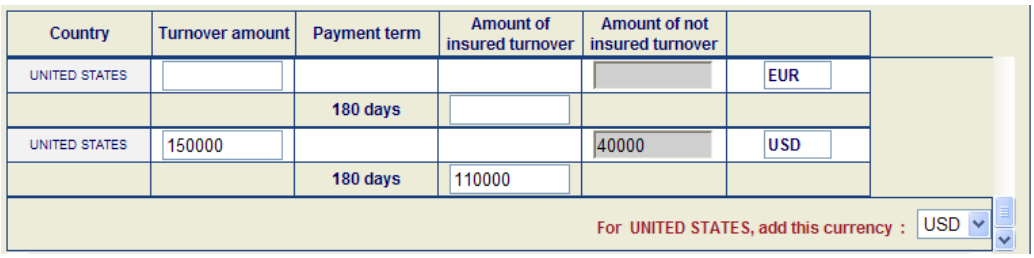
For UNITED KINGDOM, add this currency : GBP

We proceed with USA. We have sales in USD.

USA

Your total turnover in USD was **150000 USD,** from which **110000 USD** was insured

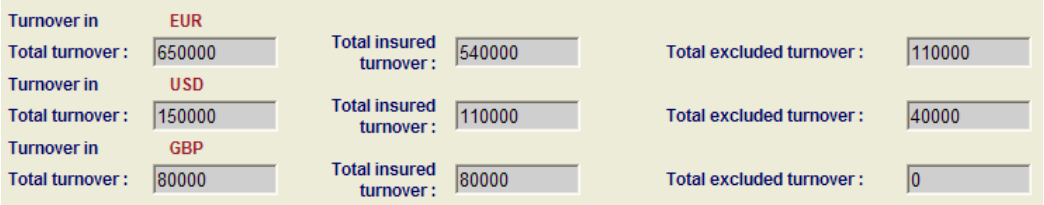
Do to the missing of sales in EUR, we do not fill in the fields of the line EUR and, following the process we applied for United Kingdom, we add a new line for USD currency.



Country	Turnover amount	Payment term	Amount of insured turnover	Amount of not insured turnover	
UNITED STATES					EUR
		180 days			
UNITED STATES	150000			40000	USD
		180 days	110000		

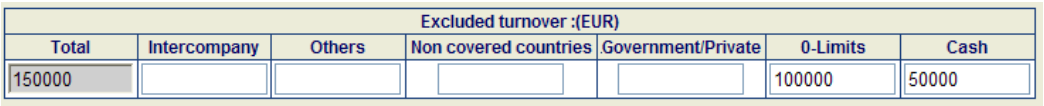
For UNITED STATES, add this currency : USD

Notice that above of the Country list, EOLIS **adds** automatically, **by currency,** the amounts you have registered.



Turnover in	EUR				
Total turnover :	650000	Total insured turnover :	540000	Total excluded turnover :	110000
Turnover in	USD				
Total turnover :	150000	Total insured turnover :	110000	Total excluded turnover :	40000
Turnover in	GBP				
Total turnover :	80000	Total insured turnover :	80000	Total excluded turnover :	0

Finally, register the not insured sales in Policy currency (EUR) in the zone found below the Country list.

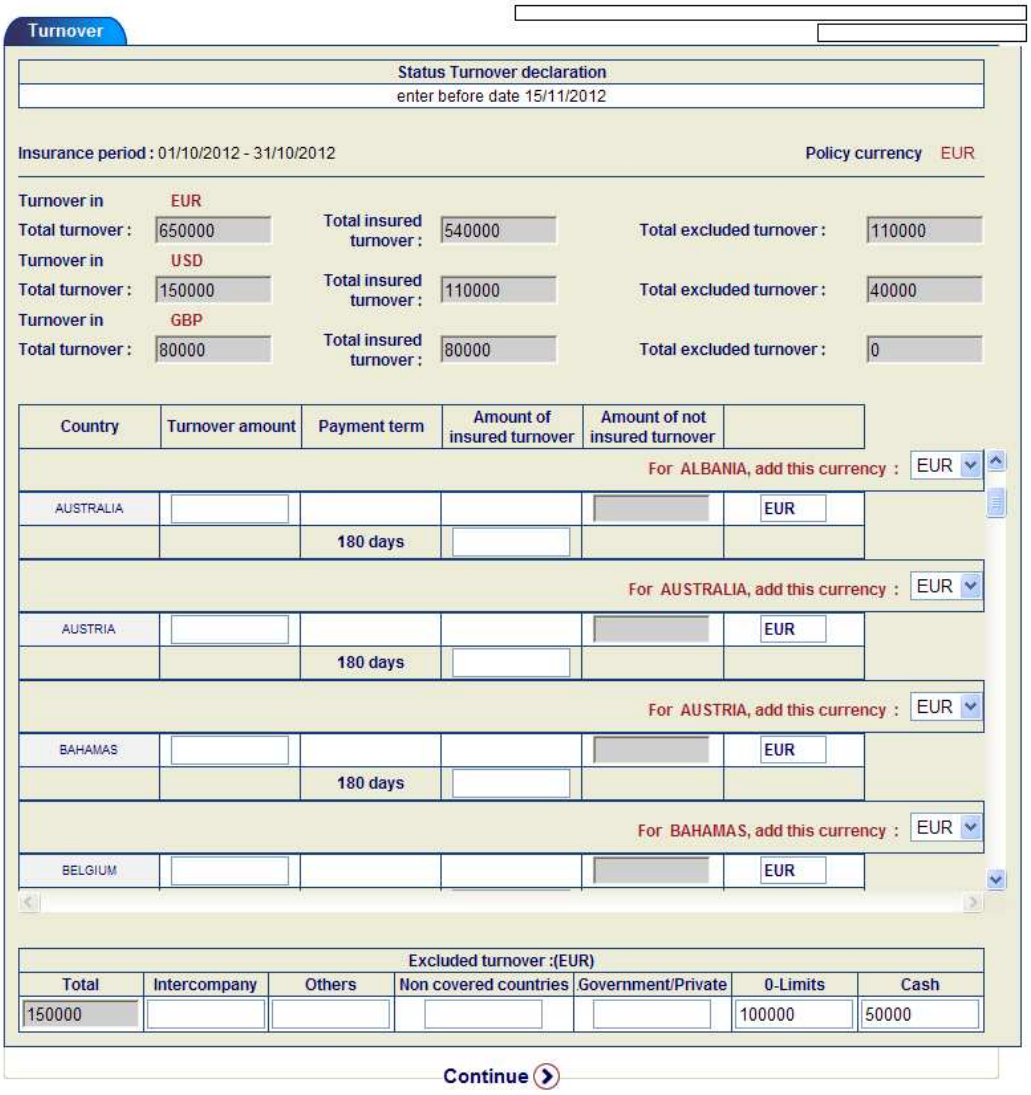


Excluded turnover :(EUR)						
Total	Intercompany	Others	Non covered countries	Government/Private	0-Limits	Cash
150000					100000	50000

The total is computed automatically by the sum of separate amounts.

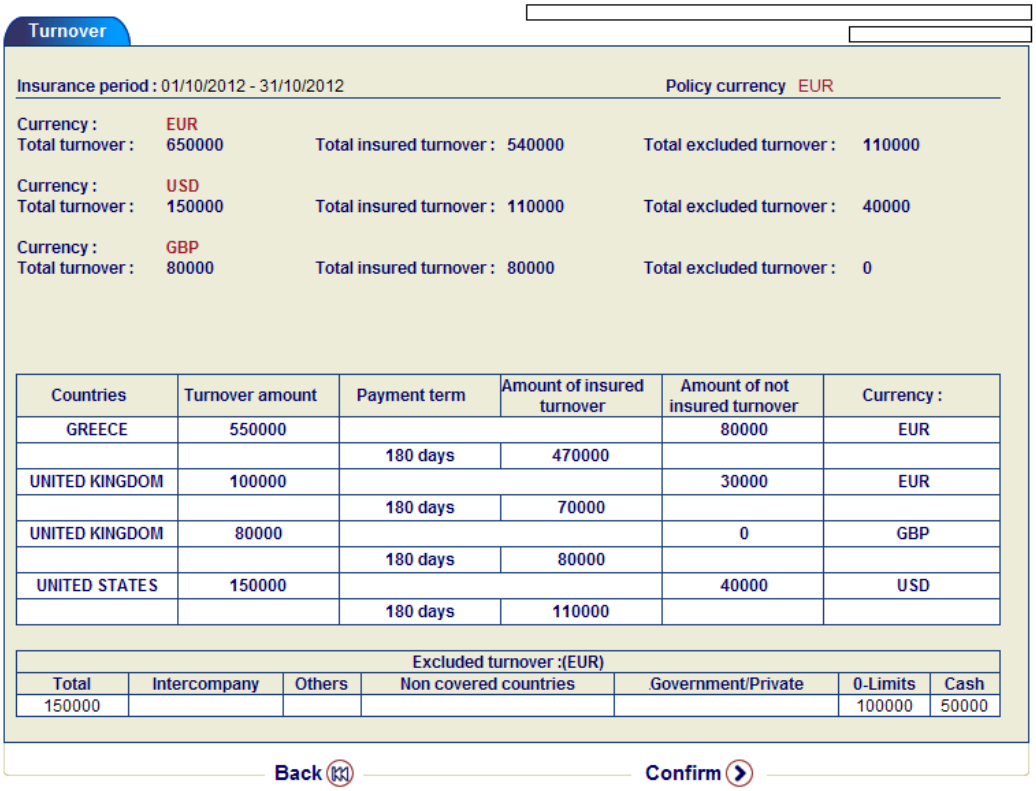
If you cannot make the distribution, register the not insured sales in the field **Other**.

You will have the following screen :



Click on ***Continue***.

You will be directed to a page, where your registered information will appear.



Turnover

Insurance period : 01/10/2012 - 31/10/2012 Policy currency EUR

Currency : EUR
Total turnover : 650000 Total insured turnover : 540000 Total excluded turnover : 110000

Currency : USD
Total turnover : 150000 Total insured turnover : 110000 Total excluded turnover : 40000

Currency : GBP
Total turnover : 80000 Total insured turnover : 80000 Total excluded turnover : 0

Countries	Turnover amount	Payment term	Amount of insured turnover	Amount of not insured turnover	Currency :
GREECE	550000			80000	EUR
		180 days	470000		
UNITED KINGDOM	100000			30000	EUR
		180 days	70000		
UNITED KINGDOM	80000			0	GBP
		180 days	80000		
UNITED STATES	150000			40000	USD
		180 days	110000		

Excluded turnover :(EUR)						
Total	Intercompany	Others	Non covered countries	Government/Private	0-Limits	Cash
150000					100000	50000

Back Confirm

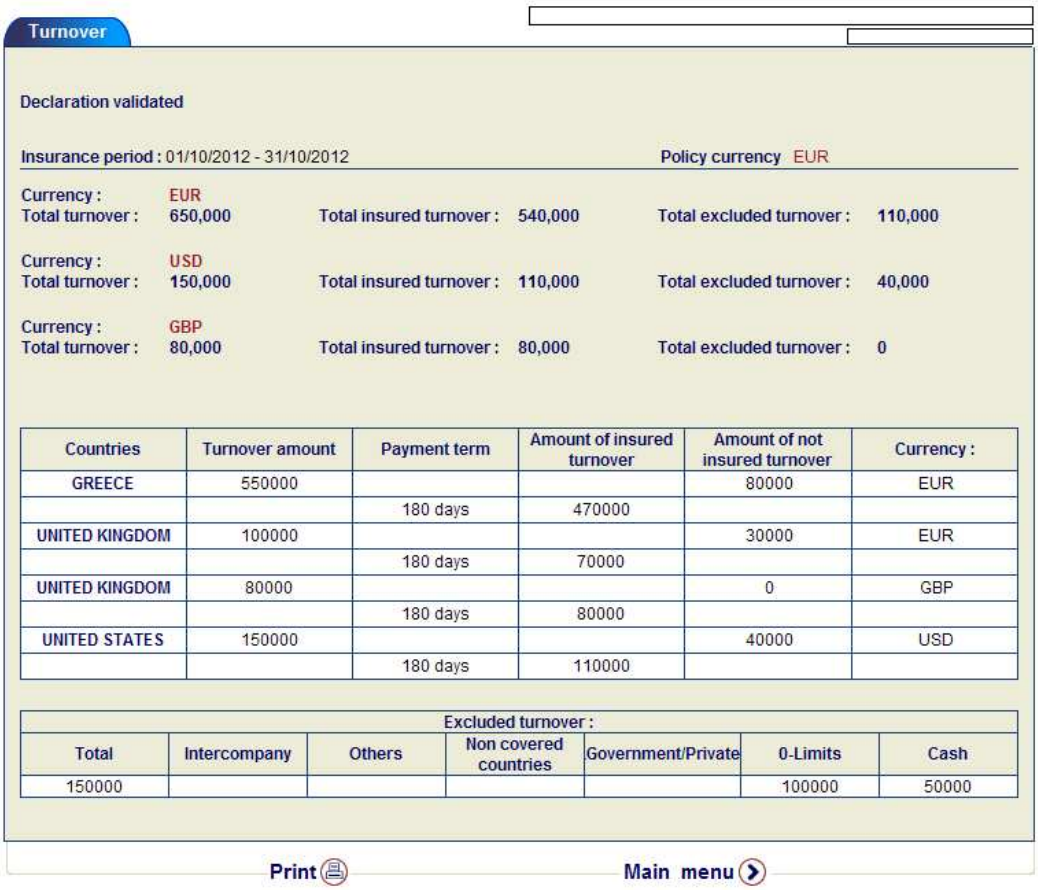
Select carefully.

In case you find an error, use the link ***Back*** and edit it.

If everything is correct, click on ***Confirm***.

EOLIS will send the Turnover declaration to Euler Hermes.

A message will inform you of the successful completion of the process.



Turnover

Declaration validated

Insurance period : 01/10/2012 - 31/10/2012 Policy currency EUR

Currency : EUR
Total turnover : 650,000 Total insured turnover : 540,000 Total excluded turnover : 110,000

Currency : USD
Total turnover : 150,000 Total insured turnover : 110,000 Total excluded turnover : 40,000

Currency : GBP
Total turnover : 80,000 Total insured turnover : 80,000 Total excluded turnover : 0

Countries	Turnover amount	Payment term	Amount of insured turnover	Amount of not insured turnover	Currency :
GREECE	550000			80000	EUR
		180 days	470000		
UNITED KINGDOM	100000			30000	EUR
		180 days	70000		
UNITED KINGDOM	80000			0	GBP
		180 days	80000		
UNITED STATES	150000			40000	USD
		180 days	110000		

Excluded turnover :						
Total	Intercompany	Others	Non covered countries	Government/Private	0-Limits	Cash
150000					100000	50000

Print Main menu

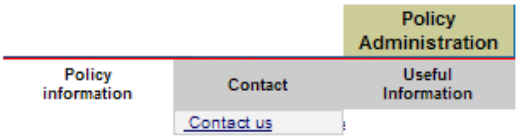
Print the Turnover declaration and keep a copy of it.

Next time you will be connected to the ***Turnover declaration*** functionality, EOLIS will proceed automatically to the next Insurance period.
As a result, you can not send us additional or corrective Turnover declarations via EOLIS.
In these cases, inform us first and then send us via fax the corrected Turnover declarations, using the specific documents.

6.2 Contact

The submenu ***Contact*** gives you access to the choice *Contact us* :

- Contact us



For the time being, do not use this functionality.

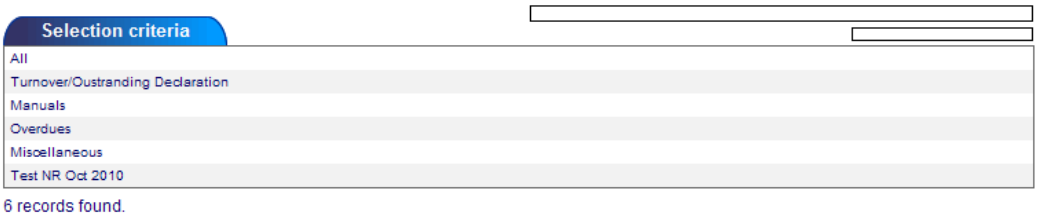
6.3 Useful Information

The submenu ***Useful information*** permits you to download several useful documents, as for example the EOLIS Manual.

- Useful information

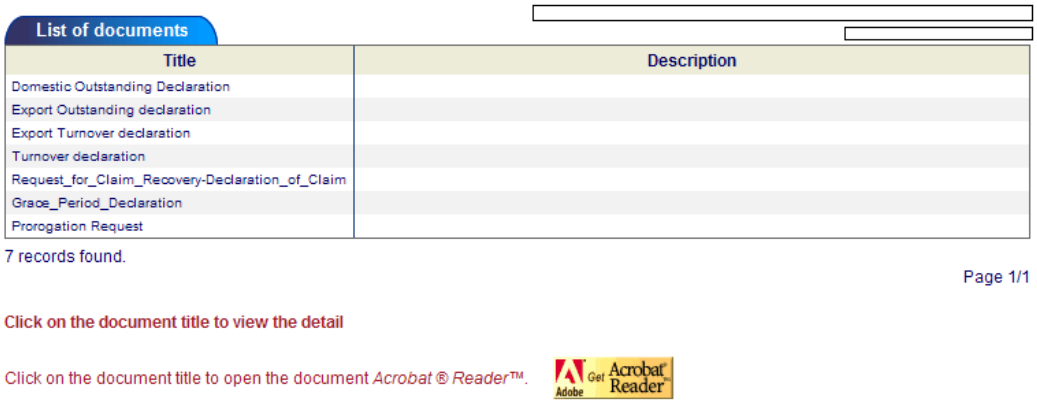
Select *Policy Administration → Useful Information*.

EOLIS will show a list of categories that files belong to.



If you click on *All*, a list including all the available files will be presented.

If you select one of the categories, the available files related to the selected category will appear. For example, if you select *All*, you will see a screen similar to the following:



If you prefer to download the final edition of *Acrobat Reader* application of *Adobe*, click on the *Get Acrobat Reader* logo.

Appendix A

Decision codes to Credit Limit requests

Agreement

The request has been fully approved.

Restrictive answer

The request has not been fully approved.

Already agreed

The requested amount was less or equal to the already approved limit. The current limit is maintained.

ND

The approved Credit Limit is equal to the credit limit for non specified buyers (Attention, the buyer continues to be a specified buyer).

Maintain

The previous decision is maintained. If there was a credit limit, this does not change. If there was not a Credit Limit (zero limit), this remains also zero.

Partial withdrawal

The credit limit is decreased by the Insurer.

Risk Withdrawal

The credit limit becomes zero, due to the credit risk deterioration.

Refusal

The credit limit request is not approved for the corresponding buyer.

Unable to cover

The company, which the request corresponds for, has merged with another or ceased its operations or does not exist, etc.

Full cancellation

The Insured excludes the buyer from the specified buyers. There is not a non zero credit limit for this buyer, but the transactions are covered under the non specified buyers category, provided that the relative conditions are fulfilled.

Administrative cancellation

The same case as the above - Full cancellation. The difference is found in the technical process with which the cancellation took place (List of Credit Limits that Insured sent to Euler Hermes for cancellation – mass Credit Limits cancellation).

Partial cancellation

The Insured decreases the credit limit for a buyer.

Policy transfer

Credit Limits transferred from other Policy.

Admin. withdrawal

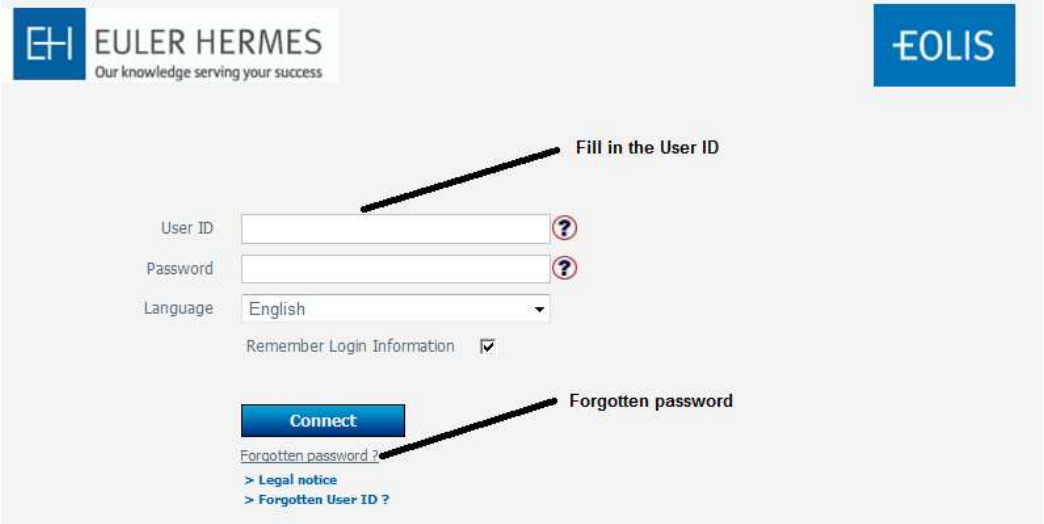
The Credit Limit becomes zero by the Insurer, not for insolvency or credit risk deterioration reasons but for administrative reasons (for example, inactivity, liquidation or absorption by other company). In each case, the invoicing to the VAT of this company must not be done.

Appendix B

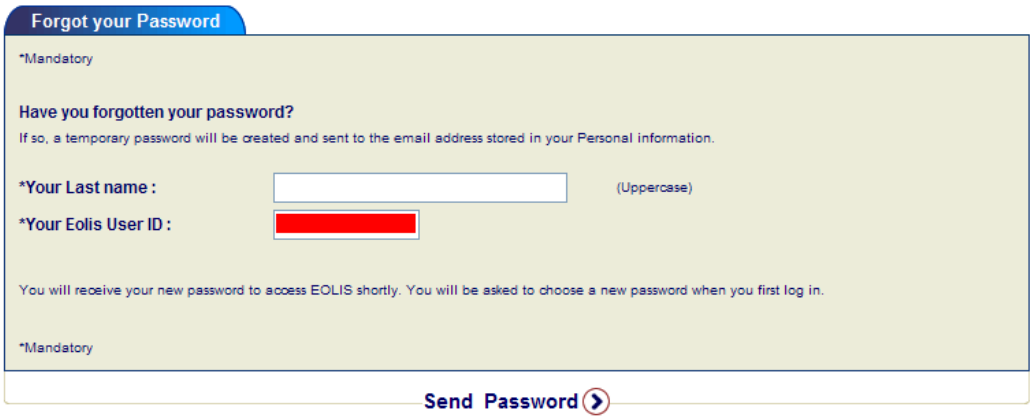
You have forgotten your password

If you have forgotten your password, you can request from the EOLIS system to send you a new password. Apply the following process.

On EOLIS login page, fill in **only** the *User ID*. Then, click on the link Forgotten password.



The next page with tab title ***Forgot your Password*** will be appeared. Fill in your last name (with capital characters) to the corresponding field and click on the link ***Send Password***.


Forgot your Password
*Mandatory
Have you forgotten your password?
If so, a temporary password will be created and sent to the email address stored in your Personal information.
*Your Last name :
(Uppercase)
*Your Eolis User ID :
You will receive your new password to access EOLIS shortly. You will be asked to choose a new password when you first log in.
*Mandatory
Send Password

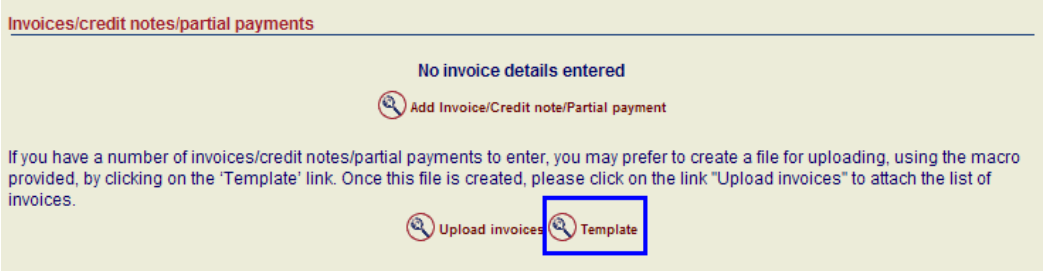
You will soon receive an e-mail with your new password. Notice that this password will be temporary. EOLIS will ask you to change it during your first login.

EOLIS accounts are personal. The above process checks and then sends you the new password, using the data registered in ***Personal information*** of your account. As a result, it is necessary you register correctly your e-mail in EOLIS and update it in case of changes. If your e-mail is not registered correctly, your password will never reach your mailbox or will reach another mailbox in the worst case.

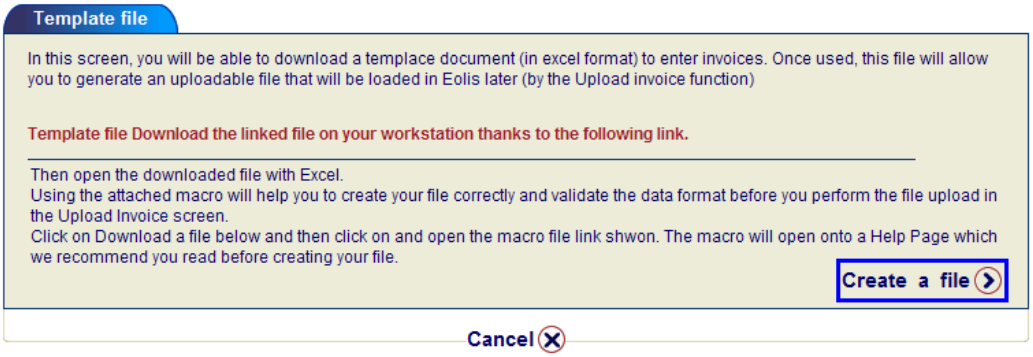
Appendix C

Upload invoices

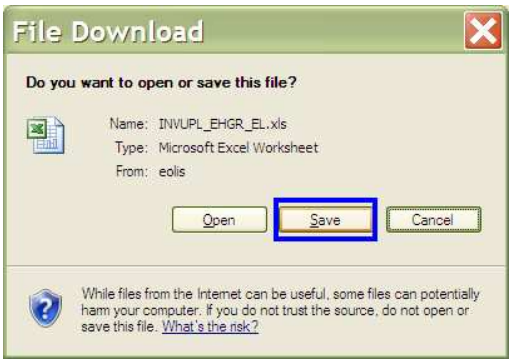
Begin with downloading the file ***Template***.


Invoices/credit notes/partial payments
No invoice details entered
Add Invoice/Credit note/Partial payment
If you have a number of invoices/credit notes/partial payments to enter, you may prefer to create a file for uploading, using the macro provided, by clicking on the 'Template' link. Once this file is created, please click on the link "Upload invoices" to attach the list of invoices.
Upload invoices
Template

Click on the choice ***Create a file*** in the next page.


Template file
In this screen, you will be able to download a templace document (in excel format) to enter invoices. Once used, this file will allow you to generate an uploadable file that will be loaded in Eolis later (by the Upload invoice function)
Template file Download the linked file on your workstation thanks to the following link.
Then open the downloaded file with Excel.
Using the attached macro will help you to create your file correctly and validate the data format before you perform the file upload in the Upload Invoice screen.
Click on Download a file below and then click on and open the macro file link shwon. The macro will open onto a Help Page which we recommend you read before creating your file.
Create a file
Cancel

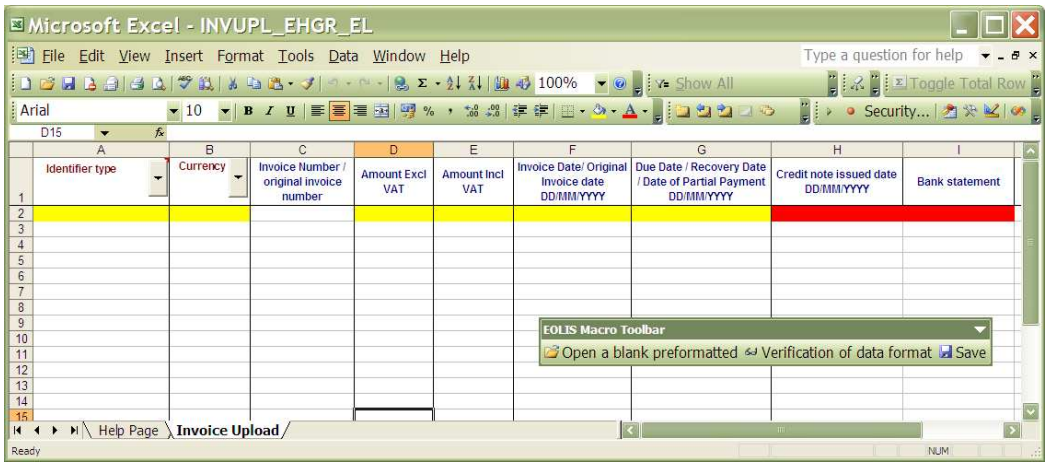
Save the file to your computer.


File Download
Do you want to open or save this file?
Name: INVUPL_EHGR_EL.xls
Type: Microsoft Excel Worksheet
From: eolis
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Then, open the file **INVUPL_EHGR_EL.xls**.

The file contains Macros, which help to the data registration, check and save. In order to proceed, you have to set before the Excel, so as to permit the enabling of Macros.

After enabling of the file's Macros, (see the toolbar with title *EOLIS Macro Toolbar*), a screen similar to the following will appear :



You have to register here the invoices' information.

The yellow color means that the information is obligatory. The white color means that the information is optional and the red color means that you must not register anything (Ignore the red cells).

We appose a column description.

Identifier type

Do not use the choice PARTIAL PAYMENT.

Currency

The currency of invoicing.

Invoice Number / original invoice number

The number of invoice. If the registration corresponds to a Credit Note, fill in the number of Invoice on which the Credit Note has been issued.

Amount Excl VAT

The amount without VAT (2 decimals at most)

Amount Incl VAT

The amount with VAT (2 decimals at most)

Invoice Date/ Original Invoice date DD/MM/YYYY

The date of invoicing. If the registration corresponds to a Credit Note, fill in the invoicing date of Invoice on which the Credit Note has been issued.

Due Date / Recovery Date / Date of Partial Payment DD/MM/YYYY

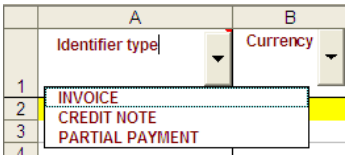
The date on which the payment had to be settled.

Credit note issued date DD/MM/YYYY

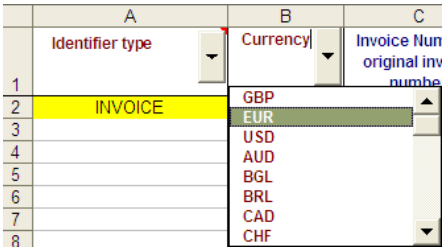
Fill in the invoicing date of Credit Note. (Only in case the registration corresponds to a Credit Note).

Let's see an example.

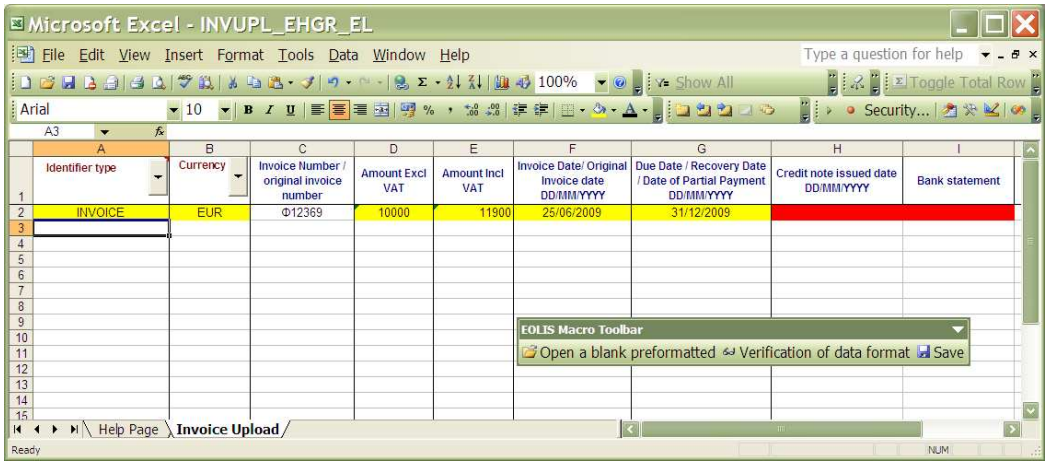
Select INVOICE in column A.



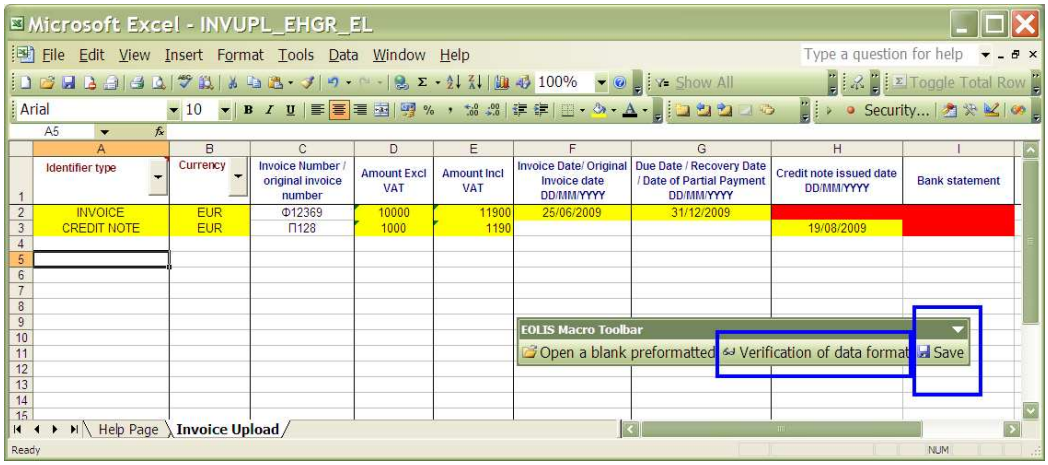
EUR in column B.



Fill in the rest fields, taking into account the date's format (dd/mm/yyyy).



In a similar way, fill in the second line for a Credit Note. (The amounts of Credit Notes are registered <u>without</u> negative signs). Notice that the obligatory fields are now different.

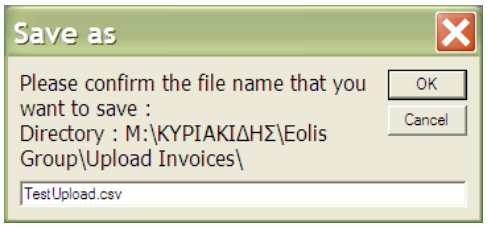


You can also copy-paste from an Excel file the data, instead of registering them. In such a case, take care of the data format. It must be the same as this of the Template file.

Then, click on the choice ***Verification of data format*** of *EOLIS Macro Toolbar*. The program will proceed to an automatic check of the registered data. In case everything is correct, the next message will appear.

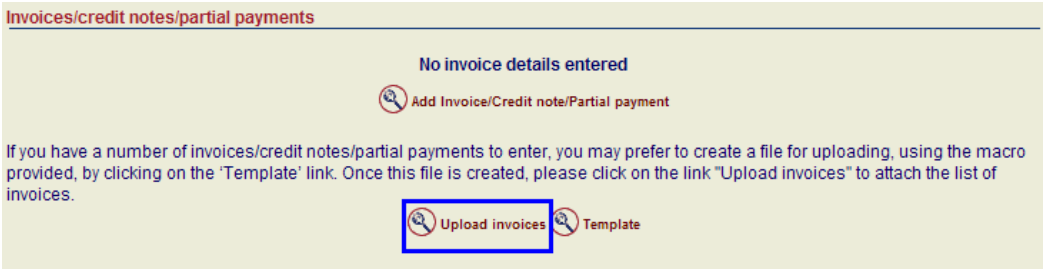
Now, we can save the file with which the upload of the invoices will be completed. Click on ***Save*** of *EOLIS Macro Toolbar*. Attention! Do not use the Save choice of Excel application, but the Save choice of *EOLIS Macro Toolbar*.

Use only Latin characters without spaces for the file name.

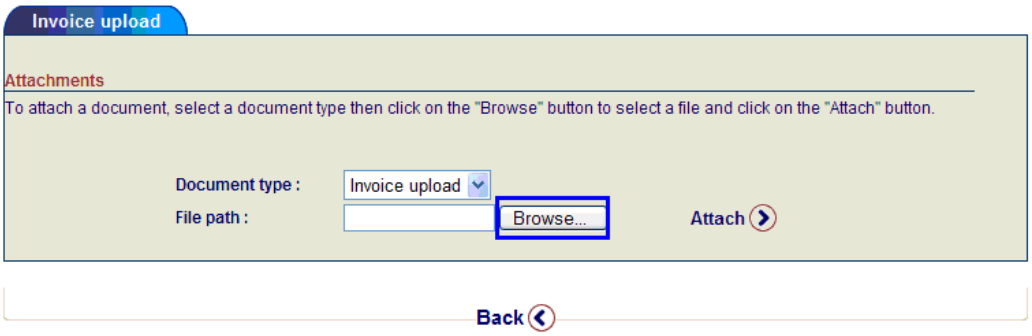


We have now created the file and we can use it in order to transfer the data in EOLIS.

On the ***Non-payment notification*** page, click on the link Upload Τιμολογίων.

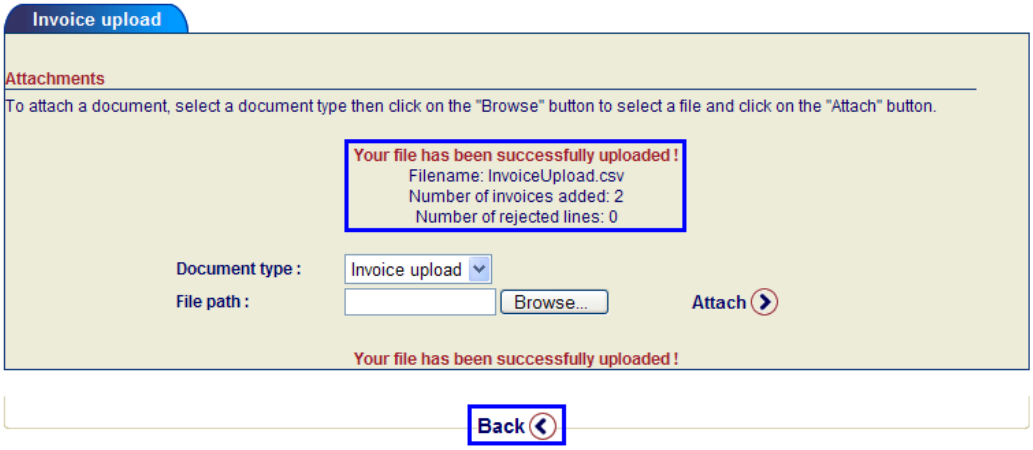

Invoices/credit notes/partial payments
No invoice details entered
Add Invoice/Credit note/Partial payment
If you have a number of invoices/credit notes/partial payments to enter, you may prefer to create a file for uploading, using the macro provided, by clicking on the 'Template' link. Once this file is created, please click on the link "Upload invoices" to attach the list of invoices.
Upload invoices
Template

Click on Browse… and search for the file we saved via the Macro.

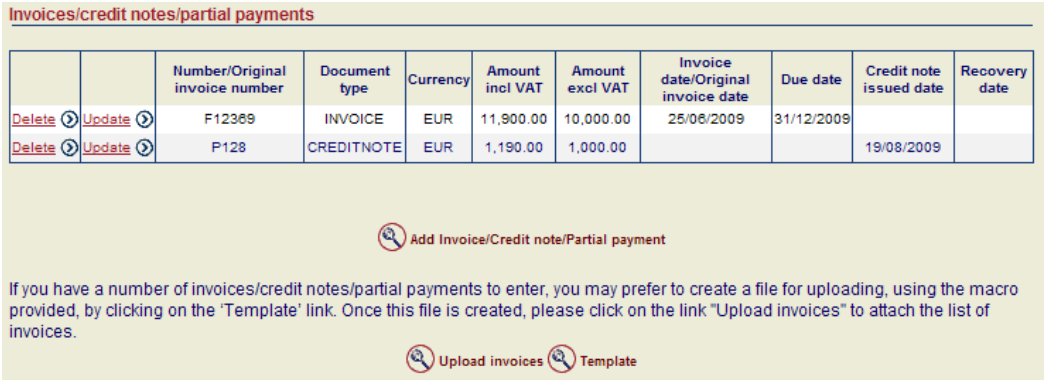

Invoice upload
Attachments
To attach a document, select a document type then click on the "Browse" button to select a file and click on the "Attach" button.
Document type :
Invoice upload
File path :
Browse...
Attach
Back

Click on Attach in order the data be transferred in EOLIS.

If the process is successful, EOLIS will confirm it with a message.


Invoice upload
Attachments
To attach a document, select a document type then click on the "Browse" button to select a file and click on the "Attach" button.
Your file has been successfully uploaded !
Filename: InvoiceUpload.csv
Number of invoices added: 2
Number of rejected lines: 0
Document type :
Invoice upload
File path :
Browse...
Attach
Your file has been successfully uploaded !
Back

We proceed by clicking on Back. We will be transferred to the previous page, on which a new table with invoices information will have been added.



EULER HERMES
Our knowledge serving your success

Appendix D

Instructions to improve company search on EOLIS

Quick tips to improve company searches on EOLIS

EULER HERMES

Searching for and identifying your buyers is a key step in the management of your credit insurance policy on EOLIS.

Please find below some key rules for making identification easier in major countries :

Key rule n °1
To identify your customers with certainty, use the National Identifier. Bear in mind that a name and address are not always sufficient as there might be similarly-named companies or secondary names. **Please be aware that the format of the National Identifier is important.**

Key rule n°2
As a second option, when identification by National Identifier is not possible, you may search by **registered** name and address. Enter as much **certain** information as you have on your customer (or get it):

- **Full and correct buyer name** directly followed by its **legal form**
- **Full address and zip code**
- **State or province** may also be compulsory in some countries

Key rule n°3 for search in EU countries
Beware of EU VAT number: It is not always reliable or easy to use!
VAT Number can only be used as an identifier in a very limited list of countries.
In some countries, the VAT register is not publicly available or the VAT number is not unique (various buyers could share the same VAT number).

Country	National Identifier	Length	Other recommendations & tips
AUSTRALIA	A.C.N. - Australian Company Number	9 figures 123 456 789 (E.g.)	An Australian Company Number (usually shortened to ACN) is a unique 9 digit number issued by the Australian Securities and Investments Commission (ASIC) to every company registered under the Commonwealth Corporations Act 2001 as an identifier. The number is usually printed in three groups of three digits. It must be quoted on all correspondence and invoices issued by that company. A similar system is used for non-company entities such as trusts, and for foreign companies.
AUSTRIA	FN (Austria)	6 figures and a letter	When searching by buyer name, click on « extended search » button if no company matches with your request.
BELGIUM	TVABE (VAT Number TVA or BTW)	10 figures	If your TVA BE number is less than 10 figures, please precede with zero(s) so that you enter the recognised number of figures
BRASIL	CNPJ NUMBER (VAT number)	14 figures	Please respect the following format 12.123.123/1234-12
CANADA	DUNS Number	9 figures	When searching by buyer name, it is essential that the "State" (Alberta, Québec …) should be selected in the drop-down menu. Click on « extended search » button if no company matches your primary request.
CHINA	RNCN (reg number China)	Up to 16 figures	When searching by buyer name, the "State" can be selected in the drop-down menu.
CYPRUS	RNCY (reg number Cyprus)	5 to 6 figures	The registration number can be a mix of figures and letters. Please use only the last 5 or 6 figures. If this method returns no result, search by entering the company name.
CZECH REPUBLIC	ICO	8 figures	Older ICO number are shorter than 8 digits, therefore please precede with zero(s) so that you enter the recognised number of figures.
DENMARK	TVA DK- CVR (Denmark)	8 figures	
ESTONIA	Trade Register - Estonia	8 figures	National identifier name "Trade Register – Estonia" is used here for "Commercial register of Estonia"
FINLAND	TVAFI (VAT Number Finland)	8 figures	
FRANCE	SIREN	9 figures	If a SIREN number is less than 9 figures, please precede with zero(s) so that you enter the recognised number of figures. The SIREN number can sometimes be followed by 5 digits (it's called SIRET, it allows to single out local branches), in this case it should total 14 figures. If you get a French VAT Number, please note that it consists of FR+XX+SIREN number. When searching by buyer name, only enter a zip code or "department"/ state if you know it for sure. Zip codes should consist of 5 figures.

A company of Allianz

Country	National Identifier	Length	Other recommendations & tips
GERMANY	VAT Number Germany please prefer search by company name	DE+9figures	German sole traders and partnerships often do not have a National Identifier; the best results can be obtained if you enter only a part of the name and the first three digits of the postcode or the name of town. In this way you will avoid making spelling mistakes and can speed up the search. You may then receive a list of search results. All you have to do then is to make your selection.
GREECE	VATGR (VAT for Greece)	9 figures	Greek VAT numbers can be preceded by EL. For your searches on Eolis, please only enter the last 9 figures. If this method returns no result, search by entering the company name and proceed to a request for an unknown buyer by using the link "not found".
HUNGARY	RNHU VATHU	10 digits 11 digits	For RNHU please use only number without any special characters. For VATHU please only enter the first 8 digits.
HONG KONG	RNHK (reg number Hong Kong)	4 to 8 figures	
INDIA	CRO Number for EBSG Or VAT number India		CRO is only for companies with a LTDG (Ltd) and LLC legal (Pvt.Ltd) legal form. Sole traders and partnership firms (non-incorporated) does not have a CRO number.
ITALY	Partita IVA COFIS Or CCIAA	11 figures 16 characters (letters + figures) 2 letters+6 figures	Most buyers are identified by Partita IVA (TVAIT) number (11 digits) Sole proprietorships are generally identified by COFIS consisting of a combination of 16 characters (figures and letters). Few buyers are identified by CCIAA (a rare searching key) consisting of a combination of 8 characters (2 letters and 6 figures). When searching by buyer name, the "State" can be selected in the drop-down menu.
JAPAN	Partner number		
LATVIA	Trade Register - Latvia	11 figures	National identifier name "Trade Register – Latvia" is used here for "State Register of enterprises of Latvia"
LITHUANIA	Trade Register - Lithuania	9 figures	National identifier name "Trade Register – Lithuania" is used here for "Register of legal entities of Lithuania"
LUXEMBOURG	IBLC (VAT Number)	8 figures	If your number is less than 8 figures, please precede with zero(s) so that you enter the recognised number of figures
MEXICO	RFC (Mexico)	12 or 13 characters	Please respect the following format: XXX-123456-XXX where X can be either figures or letters.
MOROCCO	RNMA (reg number Morocco)	Up to 35 characters	3 at 6 numeric characters followed by letters with a maximum of 35 characters, for example 123456CASABLANCA
NETHERLANDS	KVK nr	8 figures	If your number is less than 8 figures, please precede with zero(s) so that you enter the recognised number of figures
NORWAY	RNNO (company registration number)	9 figures	If your number is less than 9 figures, please precede with zero(s) so that you enter the recognised number of figures
POLAND	TVAPL (NIP VAT Number Poland)	10 figures	If your number is less than 10 figures, please precede with zero(s) so that you enter the recognised number of figures
PORTUGAL	NIPC (reg Number Portugal)		
REPUBLIC OF IRELAND	Ireland company number (CNIE)	7 figures	CNIE (Company Registration Office number) is only granted to buyers with a Ltd or Plc legal form. If your identifier is less than 7 figures, please precede with zero(s) so that you enter the recognised number of figures.
RUSSIAN FEDERATION	OGRN (ident RU)	13 figures or 15 figures	Russian companies have 13 digits and sole traders have 15 digits
SINGAPORE	CRO number Or CRO Number for EBSG	Up to 9 figures + a letter	
SPAIN	CIF (number Spain - VAT)	1 letter + 8 figures	When searching by buyer name, the "State" can be selected in the drop-down menu. Click on « extended search » button if no company matches with your request.
SWEDEN	RNSE (reg number Sweden)	10 figures	
SWITZERLAND	Partner number		
TAIWAN	RNTW (company registration number- reg number Taiwan)	8 figures	
THAILAND	CRO number	13 figures	
TUNISIA	RNTN (reg number Tunisia)	10-11 characters	In most cases, one letter followed by figures, last four form year of incorporation
TURKEY	TAXTR (tax identifier for Turkey)	10 figures	If your number is less than 10 figures, please precede zero(s) so that you enter the recognised number of figures
UNITED KINGDOM	CRO (company registration office number)	8 figures	CRO (company registration office number) is only granted to buyers with a Ltd or Plc legal form. Limited companies in Northern Ireland have CRO format NIxxxxxx. Limited companies in Scotland have CRO format SCxxxxxx. For example, you must search for Scottish company 12345 using SC012345. When searching by buyer name, please specify whether it is limited or unlimited company.
UNITED STATES	DUNS Number	9 figures	When searching by buyer name, it is essential that the "State" should be selected in the drop-down menu. Click on « extended search » button if no company matches with your primary request.

Searching for and validating of your customers is your responsibility: if you have any doubts when identifying a customer, please check your information with your buyer. Occasionally, we will simply not know the company you are searching for.
You can proceed with your request/report following the instructions on screen.
In a last resort, do not forget that it is also possible to make a credit limit request on an unknown buyer…

Notes